Disclaimer

This material does not purport to contain all of the information that you may wish to consider. This material is not to be relied upon as such or used in substitution for the exercise of independent judgment.

Cautionary statement regarding forward-looking statements

This presentation contains forward-looking statements that involve inherent risks and uncertainties, and we might not be able to achieve the predictions, forecasts, projections and other outcomes we describe or imply in forward-looking statements. A number of important factors could cause results to differ materially from the plans, targets, goals, expectations, estimates and intentions we express in these forward-looking statements, including those we identify in “Risk factors” in our Annual Report on Form 20-F for the fiscal year ended December 31, 2019, in “Credit Suisse – Risk Factor” in our 1Q20 Financial Report published on May 7, 2020 and in the “Cautionary statement regarding forward-looking information” in our 3Q20 Financial Report published on October 29, 2020 and filed with the US Securities and Exchange Commission, and in other public filings and press releases. We do not intend to update these forward-looking statements.

In particular, the terms “Estimate”, “Illustrative”, “Ambition”, “Objective”, “Outlook” and “Goal” are not intended to be viewed as targets or projections, nor are they considered to be Key Performance Indicators. All such estimates, illustrations, ambitions, objectives, outlooks and goals are subject to a large number of inherent risks, assumptions and uncertainties, many of which are completely outside of our control. These risks, assumptions and uncertainties include, but are not limited to, general market conditions, market volatility, interest rate volatility and levels, global and regional economic conditions, challenges and uncertainties resulting from the COVID-19 pandemic, political uncertainty, changes in tax policies, regulatory changes, changes in levels of client activity as a result of any of the foregoing and other factors. Accordingly, this information should not be relied on for any purpose. We do not intend to update these estimates, illustrations, ambitions, objectives, outlooks or goals.

We may not achieve the benefits of our strategic initiatives

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 (including macroeconomic and other challenges and uncertainties, for example, resulting from the COVID-19 pandemic), 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.

Estimates and assumptions

In preparing this presentation, management has made estimates and assumptions that affect the numbers presented. Actual results may differ. Annualized numbers do not take into account variations in operating results, seasonality and other factors and may not be indicative of actual, full-year results. Figures throughout this presentation may also be subject to rounding adjustments. All opinions and views constitute judgments.

Restatement

As of 3Q20, financial information reflects the new divisional reporting structure and management responsibilities announced on July 30, 2020 and updates to certain calculations and allocations. Prior periods have been restated to conform to the current presentation.

Statement regarding non-GAAP financial measures

This presentation also contains non-GAAP financial measures, including return on tangible equity. Information needed to reconcile such non-GAAP financial measures to the most directly comparable measures under US GAAP can be found in this presentation in the Appendix, which is available on our website.

Statement regarding capital, liquidity and leverage

Credit Suisse is subject to the Basel III framework, as implemented in Switzerland, as well as Swiss legislation and regulations for systemically important banks (Swiss Requirements), 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. Credit Suisse has adopted the Bank for International Settlements (BIS) leverage ratio framework, as issued by the Basel Committee on Banking Supervision (BCBS) and implemented in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. References to phase-in and look-through included herein refer to Basel III capital requirements and Swiss Requirements. Phase-in reflects that, for the years 2014-2018, there was a five-year (20% per annum) phase-in of goodwill, other intangible assets and other capital deductions (e.g., certain deferred tax assets) and a phase-out of an adjustment for the accounting treatment of pension plans. For the years 2013-2022, there is a phase-out of certain capital instruments. Look-through assumes the full phase-in of goodwill and other intangible assets and other regulatory adjustments and the phase-out of certain capital instruments. 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 look-through tier 1 leverage ratio and CET1 leverage ratio are calculated as look-through BIS tier 1 capital and CET1 capital, respectively, divided by period-end leverage exposure. Swiss leverage ratios are measured on the same period-end basis as the leverage exposure for the BIS leverage ratio.

Sources

Certain material in this presentation has been prepared by Credit Suisse on the basis of publicly available information, internally developed data and other third-party sources believed to be reliable. Credit Suisse has not sought to independently verify information obtained from public and third-party sources and makes no representations or warranties as to accuracy, completeness or reliability of such information.
1. Our approach to Corporate Responsibility

2. Responsibility in banking

3. Responsibility in the economy and society

4. Responsibility as an employer

5. Responsibility for the environment
We believe that our responsible approach to business is a key factor determining our long-term success.

Corporate Responsibility is about:

- **understanding our duties** as a financial services provider and employer and as an integral part of the economy and society
- **understanding our responsibilities** and that these go beyond banking
- **creating sustainable value** for our clients, shareholders, employees and other stakeholders
- **operating with integrity**, reflected by
  - an effective governance structure
  - a rigorous risk and compliance framework
  - a commitment to protect the environment and respect human rights
Sustainability is an integral component of our business...

Our sustainability mission statement

- We believe that our responsible approach to business is a decisive factor determining the long-term success of our bank. Our strategy is to be a leading wealth manager with strong global investment banking capabilities.
- We uphold high values and standards in order to maintain and strengthen our reputation for integrity, fair dealing and measured risk-taking.
- We conduct our business with a view towards long-term environmental and social sustainability. Therefore, we consider potential environmental and social impacts when making business decisions and when managing our resources and infrastructure.
- Economic, environmental and social issues, including climate change and human rights, matter in the communities and markets where we do business. We are integrating such considerations into our activities in order to understand and assess risks in our business transactions, to pursue business opportunities by developing products and services, to appropriately manage our operations and supply chain and to meet the expectations of our diverse stakeholders.
- We endeavor to incorporate the principles of sustainability in our key strategic policies for the bank.
...and it is deeply embedded in our ethical values and professional standards

"We conduct our business with a view towards long-term environmental and social sustainability. We consider potential environmental and social impacts when making business decisions and when managing our resources and infrastructure."

Credit Suisse Code of Conduct
We have a long-standing commitment to sustainable finance…

We have been a signatory to critical industry initiatives and actively participate in sustainability networks globally…

...coupled with a long history of sustainable investing

- rA Global Microfinance Fund
- Assessment of sustainability risks through the Reputational Risk Review Process
- First sustainable real estate (RE) fund in Switzerland
- Higher Education Note 1
- Nature Conservation Note 1
- Asia Impact Fund
- 14 Green Star Awards for our Real Estate funds
- Further Sustainable Index Funds
- 100th building in our RE funds certified with greenproperty label
- Establishment of ExB role Sustainability, Research & Investment Solutions (SRI)
- IAF Department becomes Sustainability Strategy, Advisory and Finance (SSAF)
- Goal to provide at least CHF 300 bn of sustainable financing over next 10 years
- Launch of Climate Change Supertrend

- Co-founder of responsAbility
- Local Currency Microfinance Note 1
- Launch of the Microfinance Capacity Building Initiative
- Credit Suisse is globally GHG neutral
- Local Currency Microfinance Note 3
- 1st place in Bloomberg Rating for Solar Tax Equity for 2nd year in a row
- Green Bond Fund and Sustainable Index Funds
- Establishment of Impact Advisory and Finance (IAF) Department
- Awarded Ecological Finance Deal of the Year for our Nature Conservation Notes
- Edutainment Fund, Responsible Consumer Fund, Quadria PE Healthcare Fund, Low Carbon Blue Economy Note
- Launch of “CSAM goes ESG”

Further information can be found at: credit-suisse.com/agreements
we are contributing to the realization of the United Nations Sustainable Development Goals…

Overview of our activities relating to selected SDGs

4 Quality education
- Promote access to education and help to improve quality of education through our Global Education Initiative
- Run a financial education program for girls in Brazil, China, India, Rwanda, Sri Lanka and Tanzania

5 Gender Equality
- Foster diversity and inclusion within our organization
- Increase the proportion of women in management positions within our organization
- Promote access to financial services for women globally through financial inclusion activities

7 Affordable and clean energy
- Provide renewable energy financing
- Focus on energy management in our own operations
- ISO 14001-certified environmental management system

15 Life on land
- Active in the area of conservation finance
- Ongoing advisory role to the Sustainability Policy Transparency Toolkit (SPOTT)

13 Climate action
- Group-wide Climate Risk Strategy program
- Focus on sustainability risk management with sector-specific policies and guidelines
- Address the TCFD recommendations
- Range of green finance products and services
- GHG neutral across all our operations globally
- Signatory to the Poseidon Principles
- Commitment to provide at least CHF 300 bn of sustainable financing over next 10 years

8 Decent work and economic growth
- Offer progressive working conditions
- Help to strengthen local economies in developing countries and emerging markets with financial inclusion activities

9 Industry, innovation & infrastructure
- Supply risk capital to support growth and innovation, including through Credit Suisse Entrepreneur Capital AG in Switzerland
- Help to strengthen local economies in developing and emerging markets through our activities in the financial inclusion area
- Provide renewable energy financing

Further information can be found at: credit-suisse.com/sgd
and achieved significant ESG milestones in 2019 and 2020, operating responsibly and creating value for our stakeholders

Strong progress in 2019:

- Increased assets invested according to sustainability criteria to over CHF 44 bn
- Launched new products (Green Bond Index) and initiatives (e.g., IFC Operating Principles for Impact)
- Participated in over USD 20 billion sustainability-linked loans
- Continued inclusion in the Dow Jones Sustainability World Index since 1999
- Global Real Estate portfolio in Asset Management exceeded CHF 51 bn in AuM with a focus on sustainable investment solutions
- Enhanced offering in SDG-oriented impact investing, encompassing also microfinance in developing countries
- Appointed Conduct and Ethics ombudsperson – serving as an immediate point of escalation
- Employees dedicated over 60,378 hours to skills-based volunteering
- Provided sustainability risk management training for more than 500 employees
- Achieved 22% proportion of women in senior management positions (Managing Directors and Directors)
- Became founding signatory to the UN Principles for Responsible Banking
- Introduced a Group-wide Climate Risk Strategy program
- Drove reduction in net global greenhouse gas emissions by 23% to 127,500 metric tons of CO₂ in 2019 vs. 2017

...further accelerated in 2020:

- Became signatory to the Poseidon Principles, promoting integration of climate considerations into ship finance lending decisions
- Joined RE100 initiative with a public commitment to source 100% renewable electricity across our entire global operations by 2025
- Co-founded “Wirtschaftwochen” (Business Weeks) to further expand entrepreneurship and business education of young people
- Issued inaugural Credit Suisse Green Bond, raising EUR 500 mn
- Participated actively in designing and executing the Swiss SME COVID-19 financing program, issuing ~CHF 3.2 bn in loans
- Launched bank-wide donor-advised matching program to encourage employee donations to charities, raising CHF 25 mn
- Published framework for credible Sustainable Transition Bonds jointly with the Climate Bonds Initiative
- Joined the Informal Working Group to prepare the Taskforce on Nature-Related Financial Disclosures (TNFD)
- Became signatory to the Race at Work Charter in the UK, aiming for full representation of BAME employees at all organizational levels

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1 As of December 31, 2019  
2 Decreased by 70% vs. 2010  
3 As of July 24, 2020  
4 BAME = Black, Asian and Minority Ethnic
We launched a new ExB function “Sustainability, Research & Investment Solutions” in August 2020 to drive a globally consistent sustainability strategy…

**Sustainability, Research & Investment Solutions (SRI)**

- **Integrate and centralize** Equity Research, Investment Solutions & Products, Impact Advisory & Finance / Sustainability and Marketing/Branding efforts under one roof
- **Provide one single “House View”** with Supertrends and sustainability at its core
- **Increase connectivity of Research with CIO and sustainability agenda**; deliver market-leading thematic insights and content across public and private markets, leveraging data

**Drive globally consistent sustainability strategy**
…building on our progress in the last few years…

Selected key sustainability highlights

- **76% growth** in sustainable AuM totaling CHF 44 bn
- **~1.5 million people** benefited from our investment activities related to financial inclusion in 2019
- **130+ transactions** in clean & renewable energy businesses with a value of more than USD 100 bn
- **Signatory to key Principles**
  - Equator Principles
  - UN Principles of Responsible Banking
  - Poseidon Principles
  - IIF Debt Transparency Principles
- **Exclusions**
  - including new greenfield thermal coal mines, mountain-top mining and new coal-fired power plants
- **Bespoke sustainable product launches**
  - Blue Economy Note, Responsible Consumer Fund, Edutainment Fund & Environmental Impact Fund
- **27 Green, Social and Sustainability Bond transactions** executed in 2020 totaling USD 15 bn

1 Between December 31, 2018 and December 31, 2019
2 Between 2010 and end-2019
3 Source: Bloomberg as of September 30, 2020
...to become a leader in Sustainability across our Wealth Management and Investment Bank client franchises

**Elevating and strengthening governance**
- Established Executive Board-level function – SRI
- Named Board of Directors Sustainability Leader
- Designated Sustainability leaders in each division

**Developing leading sustainability client offering**
- Wealth Management clients (e.g., sustainable mandates and bespoke products)
- Institutional clients (e.g., world-class Asset Management & capital markets products)
- Corporate clients (e.g., financing new technologies)

**Grow & Enhance**
- Goal to provide **at least CHF 300 bn of sustainable financing** (renewables, Green/Blue/Transition bonds, low-carbon energy solutions and UN SDG-aligned financings) over the next 10 years
- Enhanced consideration of **biodiversity** in lending and capital market transactions with development of new commitments to be integrated

**Transition**
- Reposition corporate **oil & gas** business by reducing exposure to traditional business in order to align resources to support clients in their ongoing energy transition, including transition bonds
- Utilize our broader **Client Energy Transition Frameworks** to guide engagement with high carbon-emitting industries

**Restrict**
- No lending or capital markets underwriting to any company deriving more than 25% of their revenues from **thermal coal extraction**\(^1,2\) or from **coal power**\(^1,3\)
- No financing related to offshore and onshore oil & gas projects in the Arctic region

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1. Direct lending
2. Unless such transaction is to help the company specifically transition and the use of proceeds are tied to such transition strategies aligned with the Paris Agreement; for greater certainty, these exclusions do not apply to metallurgical coal
3. Unless company can demonstrate decreasing share of coal in generation portfolio consistent with our Client Energy Transition Frameworks or such transaction is to help the company specifically transition and the use of proceeds are tied to such transition strategies (and will continue our policy of not financing the development of new coal-fired power plants)
We inform our stakeholders openly and transparently on how we address ESG challenges...

Our Corporate Responsibility Report

- Describes how we assume our various responsibilities in banking, in the economy and society, as an employer and towards the environment
  - Submitted voluntarily to SIX Swiss Exchange in accordance with opting-in regulation for companies issuing sustainability reports
  - Complemented by the publication “Corporate Responsibility – At a glance”, providing an overview of the most important processes and activities that reflect our approach to corporate responsibility

- Reflects the GRI Sustainability Reporting Standards
  - We use this internationally recognized standard when we communicate on certain economic, environmental, and social outcomes of our operations
  - Selected indicators in our GRI-based disclosure on corporate responsibility are externally assessed and independently assured by the certification company SGS

- Provides information on the progress we have made in implementing the Ten Principles of the UN Global Compact

- Contains examples of how we are contributing to the realization of the UN Sustainable Development Goals (SDGs)

Further information on our Corporate Responsibility Report and disclosure according to the GRI Standards is available online at: credit-suisse.com/crr and credit-suisse.com/gri
…the feedback from our stakeholders allows us to further align our business to their interests and needs…

### Goal
- **Focus** our corporate responsibility reporting activities on relevant topics for our business and stakeholders
- **Identify** critical economic, environmental and social issues and trends that may impact our business performance and reputation or influence the assessments and decisions of our stakeholders
- **Evolve** our strategy accordingly and tailor our reporting to align it to the interests and needs of our business and stakeholders

### What
**Undertake a Materiality Assessment**

### How
- Structured quantitative and qualitative survey complemented by dedicated media analysis and independent research

### Who
Clients, investors, analysts, policymakers, NGOs, local community organizations, suppliers, academia, sustainability professionals and employees

### Result
**15 material issues identified**

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**Credit Suisse materiality assessment**

<table>
<thead>
<tr>
<th>Material Issues</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Culture of compliance and conduct</td>
<td></td>
</tr>
<tr>
<td>2. Climate change</td>
<td></td>
</tr>
<tr>
<td>3. Environmental and social risk management</td>
<td></td>
</tr>
<tr>
<td>4. Company performance and strategy</td>
<td></td>
</tr>
<tr>
<td>5. Incentives and compensation policy</td>
<td></td>
</tr>
<tr>
<td>6. Responsible investments</td>
<td></td>
</tr>
<tr>
<td>7. Financial and political system stability</td>
<td></td>
</tr>
<tr>
<td>8. Digitalization / fintech</td>
<td></td>
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<tr>
<td>9. Consumer and investor protection</td>
<td></td>
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<tr>
<td>10. Quality and range of services and advice</td>
<td></td>
</tr>
<tr>
<td>11. Corporate governance</td>
<td></td>
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<tr>
<td>12. Human resources and talent management</td>
<td></td>
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<tr>
<td>13. Human rights</td>
<td></td>
</tr>
<tr>
<td>14. Contribution to the economy</td>
<td></td>
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<tr>
<td>15. Social commitments</td>
<td></td>
</tr>
</tbody>
</table>

**Legend**
- Expected future importance for Credit Suisse
- Impact on Credit Suisse
- Range of stakeholder views
- No change

The materiality assessment is also available online at: [credit-suisse.com/materialityassessment](http://credit-suisse.com/materialityassessment)
…and our efforts are being recognized by sustainability rating agencies and index providers

<table>
<thead>
<tr>
<th>Description</th>
<th>Credit Suisse position in 2019-2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CDP</strong></td>
<td>D- B A</td>
</tr>
<tr>
<td>CDP represents institutional investors with invested assets of USD 100 trn; its aim is to offer transparent guidance to investors on climate-related opportunities and risks for companies</td>
<td></td>
</tr>
<tr>
<td><strong>MSCI ESG Ratings</strong></td>
<td>CCC BBB AAA</td>
</tr>
<tr>
<td>MSCI ESG Ratings assess a company’s performance based on ESG themes, focusing on key issues identified for the industry</td>
<td></td>
</tr>
<tr>
<td><strong>SAM</strong></td>
<td>64 1 100</td>
</tr>
<tr>
<td>SAM Corporate Sustainability Assessment analyzes the sustainability achievements of 4,500+ listed companies every year based on ESG criteria, building the basis for inclusion in the DJSI</td>
<td>31.8 – High risk</td>
</tr>
<tr>
<td><strong>Sustainalytics</strong></td>
<td></td>
</tr>
<tr>
<td>Sustainalytics rates the sustainability of listed companies annually based on their ESG performance, using a forward-looking risk assessment</td>
<td></td>
</tr>
<tr>
<td><strong>DJSI World</strong></td>
<td></td>
</tr>
<tr>
<td>DJSI World: Global best-in-class approach; the top 10% of the 2,500 largest companies in the S&amp;P Global Broad Market IndexSM that lead the field in terms of sustainability</td>
<td>Constituent of the DJSI World Index since its launch in 1999</td>
</tr>
<tr>
<td><strong>DJSI Europe</strong></td>
<td></td>
</tr>
<tr>
<td>DJSI Europe: European best-in-class approach; the top 20% of the 600 largest European companies in the S&amp;P Global Broad Market IndexSM that lead the field in terms of sustainability</td>
<td>Constituent of the DJSI Europe Index since its launch in 2001</td>
</tr>
<tr>
<td><strong>FTSE4Good</strong></td>
<td></td>
</tr>
<tr>
<td>FTSE4Good: The FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong ESG practices</td>
<td>Constituent of the FTSE4Good Index Series since its launch in 2001</td>
</tr>
</tbody>
</table>
Agenda

1. Our approach to Corporate Responsibility

2. Responsibility in banking

3. Responsibility in the economy and society

4. Responsibility as an employer

5. Responsibility for the environment
Our primary focus is running our business responsibly and successfully, to the benefit of all our stakeholders.
We have an effective risk governance model that is based on three lines of defense...

### Credit Suisse risk governance framework

<table>
<thead>
<tr>
<th>Line of defense</th>
<th>Function</th>
<th>Role &amp; responsibilities</th>
</tr>
</thead>
</table>
| 1 First line    | Business units (front office) | - Pursuing suitable business opportunities within the strategic risk objectives and compliance requirements of the Group  
- Primary responsibility is to ensure compliance with relevant legal and regulatory requirements, maintaining effective internal controls and ensure that the Group operates within its risk appetite |
| 2 Second line   | Includes Risk and Compliance, Regulatory Affairs, General Counsel, Product Control | - Articulate standards and expectations for effective management of risk and controls  
- Advising on, publishing related policies on and assessing compliance with applicable legal and regulatory requirements  
- Reviewing, measuring and challenging assessments and risk reporting for senior management and regulatory authorities  
- Articulating and designing the Group’s risk appetite framework |
| 3 Third line    | Internal Audit | - Monitoring the effectiveness of controls across various functions and operations, including risk management and governance practices |
...and we upgraded our Risk assessment framework as part of our responsible approach to business...

Assessment of Sustainability Risks within the Reputational Risk Review Process

1 Risk classification and responsibility

1. Potential environmental or social risks
   - Internal specialist unit “Sustainability Risk”

2. Other potential risks
   - Various specialist units

2 Assessment and recommendation

3. Aspects to be checked according to internal policies and guidelines
   - Nature of transaction
   - Identity and activities of potential and existing clients
   - Regulatory and political context
   - Environmental and social aspects of client operations
   - Various risk-specific aspects
   - Financing restrictions and prohibitions

3 Review and decision

4. Decision by Reputational Risk Approver or Committee
   - Approval
   - Approval with conditions
   - Rejection

Optional escalation

5. Decision by Position & Client Risk CARMC or Global Reputational Risk Approver
   - Approval
   - Approval with conditions
   - Rejection

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1 In 2020, certain modifications were made to the Executive Board committees, including with respect to the responsibilities of the former Reputational Risk & Sustainability Committee, which was integrated into the new Capital Allocation & Risk Management Committee (CARMC) Position & Client Risk cycle in order to enable more holistic assessments of all key position and client risk factors in a single committee.
Our sector policies and guidelines address various topics to assess potential client transactions…

- 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
- Respect for the **human rights** of the local population

…covering industries that are particularly sensitive from a social or environmental perspective

- **Oil and gas**
- **Mining**
- **Power generation** (incl. coal-fired power, hydropower/large dams and nuclear power)
- **Forestry and agribusiness** (incl. pulp, paper and palm oil)
- **Controversial weapons**

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<table>
<thead>
<tr>
<th>Restrictions on financing of activities and business practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financing activities related to <strong>High Conservation Value Forests</strong> as well as provisions for particular scrutiny of peatland operations and prohibition of financial services for operations in protected areas such as UNESCO World Heritage sites</td>
</tr>
<tr>
<td>No financing of or advice to companies against which there is credible evidence of involvement in <strong>grave human rights abuses</strong></td>
</tr>
<tr>
<td>No form of financing that is specifically related to the development of <strong>new greenfield thermal coal mines</strong></td>
</tr>
<tr>
<td>No form of financing specifically related to the development of <strong>new coal-fired power plants</strong></td>
</tr>
<tr>
<td>No lending or capital markets underwriting to any company deriving more than 25% of their revenues from <strong>thermal coal extraction</strong> or from <strong>coal power</strong></td>
</tr>
<tr>
<td>No financing related to offshore and onshore oil &amp; gas projects in the <strong>Arctic region</strong></td>
</tr>
<tr>
<td><strong>Enhanced consideration of biodiversity</strong> in lending and capital market transactions</td>
</tr>
</tbody>
</table>

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1 Direct lending 2 Unless such transaction is to help the company specifically transition and the use of proceeds are tied to such transition strategies aligned with the Paris Agreement; for greater certainty, these exclusions do not apply to metallurgical coal 3 Unless company can demonstrate decreasing share of coal in generation portfolio consistent with our Energy Transition Framework or such transaction is to help the company specifically transition and the use of proceeds are tied to such transition strategies (and will continue our policy of not financing the development of new coal-fired power plants)
...and we consider sustainability risk in evaluating business transactions for potential environmental and social impact.

**Sustainability risk assessments by sector in 2019**

Transactions assessed (including Equator Principles transactions)

<table>
<thead>
<tr>
<th>Sector</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metals and mining</td>
<td>157</td>
<td>190</td>
</tr>
<tr>
<td>Oil and gas</td>
<td>125</td>
<td>242</td>
</tr>
<tr>
<td>Power generation and transmission</td>
<td>105</td>
<td>89</td>
</tr>
<tr>
<td>Forestry and agribusiness</td>
<td>85</td>
<td>84</td>
</tr>
<tr>
<td>Infrastructure and transportation</td>
<td>64</td>
<td>53</td>
</tr>
<tr>
<td>Finance</td>
<td>53</td>
<td>35</td>
</tr>
<tr>
<td>Chemicals</td>
<td>32</td>
<td>20</td>
</tr>
<tr>
<td>Defense</td>
<td>22</td>
<td>13</td>
</tr>
<tr>
<td>Other</td>
<td>177</td>
<td>195</td>
</tr>
</tbody>
</table>

**Transactions assessed on the basis of potential environmental and social risks in 2019**

- Approved: 799 transactions assessed
- Approved with conditions: 73%
- Rejected or not pursued: 9%
- Pending: 10%

For a comprehensive disclosure in accordance with the Equator Principles requirements, see: credit-suisse.com/riskmanagement

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1 Excluding 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.

2 As of January 31, 2020
We respect human rights as a key element of responsible business conduct

Respecting human rights

- We strive to **assume our responsibilities** in accordance with the International Bill of Human Rights, the UN Global Compact as well as the eight fundamental conventions of the International Labour Organization
  - We take account of these principles in our own **policies and activities**
- Our **Statement on Human Rights** describes the basis of our responsibility to respect human rights and our approach and processes to implement it
  - We expect our **business partners** to recognize and uphold human rights
- We take into account the UN “Protect, Respect and Remedy” framework and the UN Guiding Principles on Business and Human Rights
  - In 2011 we co-initiated the Thun Group to provide guidance for the practical implementation of the Guiding Principles for the banking sector
- We consider human rights issues in our **risk management processes** and recognize our **responsibilities as an employer**
- Our **Modern Slavery and Human Trafficking Transparency Statement** sets out the steps we are taking to prevent the occurrence of modern slavery and human trafficking in our business operations and within our supply chain

More information on the topic of human rights, incl. our Modern Slavery and Human Trafficking Transparency Statement, can be found at: credit-suisse.com/humanrights
We are committed to client tax compliance and apply a strict zero tolerance policy on client tax evasion

Our professional standards

- We are committed to complying with all relevant tax laws
- We do not assist clients in activities intended to breach their tax obligations

Our commitment to client tax compliance

- In 2017, we publicly announced our commitment to a zero-tolerance approach towards tax evasion by clients
- We have a global client tax compliance policy to address the regulatory and reputational risks associated with undeclared assets held by private clients
  - Our policy mandates that we do not accept or manage client assets if we know or become aware of information that would support a suspicion of tax non-compliance
- We participate and comply with measures designed and introduced by governments to combat tax evasion and to facilitate tax transparency, most notably with the requirements of
  - Automatic Exchange of Information (AEOI) and
  - US Foreign Account Tax Compliance Act (FATCA)
- We have taken action to be fully prepared and compliant with the requirements of such requests
We have significantly invested in our Risk and Control framework to address AML, KYC and Financial Crime risks…

As per Investor Day 2018 “Utilizing technology”
…upgraded our Compliance organization in order to support business growth…

**Expertise**
- Anti-Money Laundering
- Product
- Client
- Market / Region
- Surveillance/Investigations
- Analytics

**Framework**
- Risk Identification
- Risk Appetites
- Risk Mitigation, Control, Issues & Improvements
- Risk Monitoring, Surveillance, Testing
- Risk Measurement

**Capabilities**

**Client Surveillance**
- Single Client View
- Transaction Surveillance
- Single External View
- External Asset Manager Surveillance
- Investigations Analytics

**Transaction and Activity Surveillance**
- Relationship Manager Surveillance
- Trading Surveillance
- Global Information Barrier Surveillance

**Employee Guidance and Enablement**
- iComply
- Robotics
- Case Manager
- Cross Border Compass

---

**SUB** | **IWM** | **APAC** | **IB**
...and we are enhancing the effectiveness and efficiency of our control environment amid stricter regulatory frameworks.

As per 2Q20 Media Release “Strategy”

Combining Risk and Compliance functions under one leadership: “Group Chief Risk and Compliance Officer” (CRCO)

- Build on our progress in the second line of defense organizations and enhance collaboration across Risk and Compliance
- Leverage scalability in common technology and data platforms through further investments
- Reduce fragmentation, duplication and complexity in operating model
- Enhance effectiveness of control environment across continuum of financial and non-financial risk amid stricter regulatory frameworks
- Create alignment, improve coordination and faster decision making across our control functions

Lara Warner
Group Chief Risk and Compliance Officer
We continue to invest significantly in our cybersecurity programs and in order to embed a strong cyber risk culture.

**Cyber risk**
- Cyber risk represents a rapidly evolving external risk landscape.
- The financial industry continues to face cyber threats from a variety of actors who are driven by monetary, political and other motivations.

**Our approach**
- Actively monitor external incidents and threats and assess and respond accordingly to any potential vulnerabilities that this may reveal.
- Participate in industry forums and information exchange initiatives and engage in regulatory consultation.
- Continue to invest significantly in our information and cybersecurity program in order to strengthen our ability to anticipate, detect, defend against and recover from cyber attacks.
- Regularly assess the effectiveness of key controls and conduct ongoing employee training and awareness activities, including for key management personnel, in order to embed resilience and a strong cyber risk culture.

**Enterprise-wide cybersecurity strategy**
- Provide strategic guidance as part of our efforts to achieve an optimized end-to-end security and risk competence that enables a secure and innovative business environment, aligned with the Group’s risk appetite.
- Our technology security team leverages a wide array of leading technology solutions and industry best practices to support our ability to maintain a secure perimeter and detect and respond to threats in real time.

**Recent activities**
- In 2019 and early 2020, the Board of Directors reviewed progress of our cybersecurity programs and it conducted a cyber incident simulation at the Board level for the first time, together with internal and external experts.
- The Executive Board as well as divisional and legal entity risk management committees are given updates on the broader technology risk exposure as part of the enterprise risk and control framework.
We are responding to our clients who are increasingly demanding investments incorporating ESG aspects…

Credit Suisse assets invested according to sustainability criteria\(^1\)
in CHF bn

<table>
<thead>
<tr>
<th>Year</th>
<th>CHF bn</th>
</tr>
</thead>
<tbody>
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<td>2015</td>
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</tr>
<tr>
<td>2018</td>
<td>25.0</td>
</tr>
<tr>
<td>2019</td>
<td>44.0</td>
</tr>
</tbody>
</table>

\(^1\) Includes assets that meet sustainability, or environmental, social and governance (ESG), criteria, including positive and/or negative screening, and that consider social and/or environmental impacts

Credit Suisse Asset Management migrates ESG across its product range, targeting CHF 100 billion of ESG assets under management by the end of 2020

For further information on the ESG framework of Credit Suisse Asset Management, see: credit-suisse.com/am/esg
...with a broad spectrum of products and solutions based on our Sustainable Investment approach...

Sustainability Strategy, Advisory & Finance\(^1\) (SSAF)

- **Traditional Investments**
  - Exclusion
  - ESG Integration

- **Thematic & impact investing**
  - Thematic & impact aligned
  - Impact investing
  - Return first
  - Impact first

- **Philanthropy**

Delivering competitive financial returns

Mitigating ESG risks

Pursuing ESG opportunities

- Limited or no consideration for ESG aspects in investment approach
- Systematic avoidance of exposure to controversial business areas or unethical behavior
- Consideration of financially material ESG risks and opportunities
- Participation in sustainable growth themes, contributing to the SDGs
- Promote compliance with IFC Operating Principles for Impact Management
- Address societal challenges that do not ask to generate a financial return

\(^1\) Formerly known as “Impact Advisory and Finance Department” (IAF)
...and we have developed a robust sustainable investing framework

Our holistic ESG approach to shape sustainable investment strategies contains four core elements...

- **Exclusions**
  - Norms-based exclusions
  - Values-based exclusions
  - Exclusions due to involvement in controversies
  - Country exclusions

- **ESG reporting**
  - Reporting on ESG performance
  - Enhancing transparency

- **ESG integration**
  - ESG data and ratings
  - ESG risks and opportunities

- **Thematic and impact**
  - Thematic and impact aligned
  - Impact investing

- **Active ownership**
  - Exercising shareholders’ rights (proxy voting) in line with ESG principles
  - Engagement

...and ESG reporting enhances portfolio transparency

For illustrative purposes only
We made strong progress for our private, corporate and institutional clients in 2019...

Selected highlights

**Private clients**

- **Green Carpet Days**: highly interactive session organized with private clients to provide practical and actionable advice on how to build a sustainable and impact portfolio
- **Impact Investing Workshop Series**: targeting primarily NextGen wealth through workshops leveraging Harvard Kennedy School and the University of Zurich programs, e.g. different approaches to sustainable and impact investing across asset classes, maximizing impact and building a sustainable and impact portfolio
- **Low Carbon Blue Economy Note**: collaboration with the World Bank on an AAA note to protect our oceans. Proceeds go to projects that promote sustainable economic growth, support job creation and maintain ocean health. Work with governments to improve policies to support the blue agenda
- **Responsible Consumer Fund**: public equity fund geared towards millennial values. Invests in companies which promote or invest in sustainable supply chains, foods, lifestyles and urban systems

**Corporate & Institutional Clients**

- **Green Bond underwriting**: accelerated growth in green bond activity with ten fold increase in the last 3 years
- **“CSAM goes ESG”**: Credit Suisse Asset Management migrates ESG across its product range, targeting CHF 100 billion of ESG assets under management by the end of 2020
- **Sustainable Transition Bonds**: defining a new framework to address investor transition needs. STBs will provide investors with more opportunities to finance corporate efforts to decarbonize
- **Sustainable IPO activity**: financing corporates making an impact, such as Beyond Meat where Credit Suisse acted as a primary underwriter on the best performing day-one IPO in nearly two decades\(^1\)

**Industry standard setting and innovative finance solution**

- **World Bank’s IFC Operating Principles for Impact Management**
- **Responsible Investor Oceans Report**
- **High Level Group on innovation for Humanitarian Aid**
- **Rhino impact bond**

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\(^1\) As per end of November 2019
...we issued our inaugural Green Bond in May 2020...

The Credit Suisse Green Finance framework has been aligned with the industry benchmark – the Green Bond Principles (2018)

1. Use of proceeds
   - Focus on 8 eligible sectors that are consistent with the Green Bond Principles (GBP) and focused on UN SDGs
   - Renewable energy projects, clean transportation and real estate

2. Project evaluation and selection
   - Robust framework that includes financial due diligence, ESG evaluation and impact evaluation

3. Management of proceeds
   - Transparent and sustainable management of proceeds

4. Reporting
   - Annual reporting until full allocation of proceeds
   - Compliant with Green Bond Principles best practice guidance
   - Annual verification of use of proceeds

5. Assurance
   - Second-party opinion provided by ISS-ESG
     - Ex-ante on Green Finance framework, eligible assets and projects
     - Annually for the duration that green financing is outstanding

More information can be found at: credit-suisse.com/greenfinance

Key transaction highlights

EUR 500 mn
Issuance volume

0.45%
Coupon rate

5 years
Tenor
...and our newly created SRI function further accelerates our efforts to develop a leading sustainability client offering

- Established a **new Executive Board level function** “Sustainability, Research & Investment Solutions” (SRI)
- **Drive and execute strategy from the top**, improve coordination and be at the forefront of our efforts globally around sustainability, research and investment solutions
- **Dedicated Board of Directors mandate** – Sustainability Leader will enable and help supervise the sustainability agenda
- Appointed sustainability leaders in each division, with mandate to articulate business-specific strategy

- Formed from a **combination of existing franchises**
  - **Sustainability Strategy, Advisory & Finance** (SSAF)
  - **Investment Solutions & Products** (IS&P), which includes our Global Chief Investment Office (CIO) responsible for our “House View” on markets, Macro Research and Wealth Management investment solutions and products (incl. discretionary mandates)
  - **Equity research** within the former division of Global Markets and in APAC

- **Wealth Management clients** – Integration of sustainability across the investment and advisory product suite with innovative investment solutions and mandates that not only meet the expectations of our clients but also positively impact society and the environment
- **Institutional investors** – Sustainable institutional product offerings across Asset Management and other institutional client organizations, including sustainable capital markets and structured products, funds and investment research integrating Credit Suisse’s proprietary ESG framework
- **Corporate clients** – Support our corporate clients globally to deliver on their transition strategies by providing sustainable, green, renewable and transition lending, capital markets underwriting & advisory services driving the United Nations Sustainable Development Goals (UN SDGs)

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1 Formerly known as “Impact Advisory and Finance Department” (IAF)
Agenda

1. Our approach to Corporate Responsibility
2. Responsibility in banking
3. Responsibility in the economy and society
4. Responsibility as an employer
5. Responsibility for the environment
We make valuable contributions to a functional economy that has a constructive role in society and we remain committed to addressing socio-economic challenges.
We aim to support the efficient functioning of the economy and to play a constructive role in society

We are closely interconnected with the economy and society and have responsibilities towards a wide range of stakeholders

- Our primary function is to be a reliable and professional partner to our clients
- We perform systemically-relevant functions (incl. deposit-taking and lending)
- As financial intermediary, we bring together borrowers and lenders of capital globally – companies, public sector bodies, private individuals and institutions
- We supply capital resources to businesses to expand their activities and finance innovation, thus helping to drive economic growth and job creation
- By assuming market and credit risks, we make an important contribution to the efficient functioning of the economic system
- We contribute directly to the economy and society in many ways, e.g., in our capacity as taxpayer, as client and contractual partner and as employer
- We maintain a constructive dialogue with our stakeholders to understand their issues and to help find constructive solutions to current challenges
  - In view of the scrutiny that banks, including us, face from climate activists, we are open to engaging in a constructive dialogue about their concerns
- We engage in various social initiatives to promote social cohesion and stability
  - Social commitments ranging from collaboration with selected partner organizations to the volunteer work of our employees around the globe
  - Sponsorship is integral to our strategy and culture, focusing on sports and culture, with particular importance assigned to promotion of young talent
  - In the area of philanthropy, we work with our clients to help them incorporate their personal values and objectives into philanthropic engagements

Spotlight: Credit Suisse Entrepreneur Capital AG

Key figures for 2010 – 2019

- Number of financing requests considered: 3,589
- Total sum invested since 2010: CHF 142 million
- 58 firms have benefited from funding
- 300 patents are held by portfolio companies, underscoring their innovative strength
- A total of 2,690 people have been employed by all the portfolio companies.

More information can be found at: credit-suisse.com/responsibility/society
We are committed to fostering inclusive growth by addressing socio-economic challenges

Empowering people through financial inclusion, financial education and future skills

Financial inclusion
- As a leader in the field of financial inclusion and microfinance since 2004, we have been pioneering new funds and products, as well as IPOs and bond issuances to finance microfinance institutions
- Microfinance institutions and fintechs need talent and know-how to scale up their activities responsibly with diverse products and services
- Our Financial Inclusion Initiative is designed to strengthen their capacity so that they can serve the financial needs of clients at the base of the income pyramid as effectively as possible

Financial education
- Source of economic empowerment and driver of social mobility – key to young people, especially girls and young women in low-income communities within developing countries at risk of being marginalized
- We have promoted financial education and life skills programs for girls through our Financial Education Initiative since 2014
- The Financial Education for Girls program is working to improve the financial education and life skills of over 100,000 adolescent girls in Brazil, China, India, Rwanda, Sri Lanka and Tanzania by 2021

Future skills
- Supporting access to education and skills for young people, we are committed to ensure that success is not dictated by socio-economic status
- Our Future Skills initiative is expected to enable programs that close the educational and employment gap

Selected figures for 2019
- 1,140 local employees of microfinance institutions have been trained
- Over 372,200 people have access to new or improved products and services

Selected figures for 2014-2019
- 1,547 schools have benefited from our support
- 3,760 teachers have been trained
- 127,900 adolescent girls worldwide have benefited from financial education and life skills classes

Employee engagement worldwide, selected figures for 2019
- 52 countries where our partners are active
- 192 partners received both funding and skills-based volunteering support
- 19,871 Credit Suisse volunteers

1 Number of trainers trained through our programs
Spotlight on COVID-19: Credit Suisse is here to support its employees, clients and the community

- **Employees**
  - Kept 90% remote working readiness level; ~20% of the workforce in the office
  - **Free antibody testing offered** as benefit to Credit Suisse employees. ~6k tests conducted in Switzerland with international roll-out in preparation
  - **Paid family leave continuing** until schools reopened
  - 92% of employees feel well supported and informed by management’s response to the COVID-19 pandemic

- **Clients**
  - **Credit Suisse Direct**: +27%² rise in mobile banking activity
  - **Leverage technology** to ensure strong Private Banking client engagement globally
  - **High volume execution** across Fixed Income and Equities for Investment Banking and Private Banking clients

- **Community**
  - **Active participation in the design and execution of the CHF 40 bn SME COVID-19 financing program** sponsored by the Swiss government
  - **Bank-wide donor-advised matching program** to encourage employee donations to charities, including those alleviating the impact of COVID-19 and supporting those affected by inequality, with participation by the full Executive Board and the Chairman of the Board of Directors, raising CHF 25 mn
  - **In-kind donations of masks** to hospitals and healthcare providers in major cities
  - **Donations from regional Credit Suisse foundations** to specific programs across the globe

Note: All information as of July 30, 2020 unless otherwise noted

¹ Internal survey
² June 2020 vs. February 2020; related to SUB

The COVID-19 crisis management effort was recognized by Euromoney with an award for “Excellence in Leadership in Western Europe”
Spotlight on COVID-19: Switzerland’s innovative CHF 40 bn support package to help Swiss SMEs to cope with the COVID-19 pandemic

Credit Suisse initiated program in mid-March by approaching FINMA, SNB and the Finance Ministry and helped to coordinate effort with Finance Ministry, law firms and over 120 other Swiss banks. Highly successful program was put in place in less than 10 days. Program target amount was increased from CHF 20 bn to CHF 40 bn after just one week.

Timeline

March 20
Government announces guarantee program of CHF 20 bn

March 26
Program implemented; SMEs can apply for loans

April 3
Guarantee program doubled to CHF 40 bn

July 31
Program closed for application

Program

COVID-19 CREDIT (5-year loan)
- Company domiciled in Switzerland, founded prior to March 1, 2020
- Amount: up to 10% of 2019 turnover, max. CHF 500k, available within a few hours
- 100% guaranteed by the government
- Currently 0% interest rate
- Documentation: 1-page contract; available at any Swiss bank

COVID-19 CREDIT PLUS (5-year loan)
- Company domiciled in Switzerland, application submitted for COVID-19 CREDIT, credit check completed
- CHF 500k to CHF 20 mn (total amount including COVID-19 CREDIT amount), available within a few days
- 85% guaranteed by the government, 15% by Credit Suisse
- Documentation: ~7 page loan agreement

Our contribution

Number of loans issued
~16.5k

Loan volume issued
~CHF 3.2 bn

Profits from the Swiss SME program, if any, will be donated to charitable causes

Source: FINMA, SNB, Swiss Confederation and Credit Suisse data
1 As of July 24, 2020
Agenda

1. Our approach to Corporate Responsibility
2. Responsibility in banking
3. Responsibility in the economy and society
4. Responsibility as an employer
5. Responsibility for the environment
We can only achieve long-term success if we have skilled, responsible and motivated employees.

Responsibility in banking
- Trust and expertise
- Risk management and sustainability
- Sustainable and impact investment products and services

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

Responsibility as an employer
- Credit Suisse as an employer
- Diversity and Inclusion

Responsibility for the environment
- Climate and biodiversity
- Environmental management

Credit Suisse Code of Conduct
We have a strong Corporate Governance framework.
Our Board remains fully committed to ensuring its members reflect an effective balance of skills and experiences...
…by having wide-ranging expertise in financial services, broad collective experience and a good gender balance

Industry experience

- Financial services (banking, insurance)
- Law, government & academia
- Pharma, manufacturing & technology
- Advertising, marketing & media

Geographical focus

- Americas
- Switzerland
- EMEA
- Asia Pacific

Length of tenure

- 4 years and less
- Between 5 and 8 years
- Between 9 and 12 years

Gender diversity

- Male
- Female

1 Represents the region in which the Board member has mostly focused his or her professional activities and may differ from the individual’s nationality.
We have an experienced and diverse Executive Board

Business divisions

Thomas Gottstein
Chief Executive Officer

Brian Chin
CEO Investment Bank

André Helfenstein
CEO Swiss Universal Bank

Helman Sitohang
CEO Asia Pacific

Philipp Wehle
CEO International Wealth Management

Corporate Functions

Romeo Cerutti
General Counsel

Lydie Hudson
CEO Sustainability, Research & Investment Solutions

David Mathers
Chief Financial Officer

Antoinette Poschung
Global Head of Human Resources

James Walker
Chief Operating Officer

Lara Warner
Group Chief Risk and Compliance Officer
Our succession planning process is aimed at maintaining a high degree of expertise, diversity and independence.

Strength of talent - Strength of succession planning has been demonstrated through the last year of significant change at the Executive Board level where all new appointments were internal.

The Governance and Nominations Committee (GNC) recruits and evaluates candidates for Board membership based on developed criteria as set forth in the OGR (Chapter II Board of Directors, Item 8.2.3).

The GNC may also retain outside consultants with respect to the identification and recruitment of potential new Board members.

In assessing candidates, the GNC considers the requisite skills and characteristics of Board members as well as the composition of the Board as a whole.

Among general skills and others, the GNC considers:
- management experience
- independence
- diversity
- other activities and commitments

1 In the context of the needs of the Board to fulfil its responsibilities

Spotlight: Chairman succession
At the AGM 2021, Urs Rohner will have served on the Board for the maximum standard term limit of 12 years and has therefore informed the Board that he will not stand for re-election at the AGM 2021. An orderly succession planning process is underway and progressing well.
We have been making real progress in changing the culture of the firm, which resulted in improved productivity.

- **People**
  - Diversity & Inclusion
  - Strong personal ExB commitment
  - Spirit of teamwork and collaboration
  - Group Conduct and Ethics Board established in 2016
  - Employee risk surveillance
  - Conduct and Ethics ombudsperson appointed in 2018
  - Employees subject to non-financial performance and Compliance Risk reviews

- **Processes & tools**
  - Performance assessment against Conduct and Ethics standards
  - Malus and clawback provisions
  - Ownership & accountability

- **Productivity**
  - Significant decline in compliance incidents with high severity rating since 2016
  - Substantial decrease in open investigations since 2016
  - Continuing focus on closing control issues and improvements
Embedding Conduct & Ethics is a long-term endeavor and we continue to drive firm-wide sustained positive momentum…

**Conduct and Ethics journey to date**

**Foundations laid**
- 2017
- We adopted a globally consistent approach to behavioral expectations for in the form of six Conduct and Ethics Standards: client focus, meritocracy, stakeholder management, accountability, partner and transparency

**Embedding the standards**
- Since 2018
- Our current focus is to ensure we continue to embed our Conduct and Ethics Standards in everything we do, addressing negative behavior but also reinforcing and rewarding the positive

**Positive outcomes are already emerging**
- We recognize changing culture is a long term journey but we are encouraged by some of the positive outcomes already emerging from our efforts

---

**Governance and oversight**

**Board of Directors**
- Accountable for setting the overall direction and definition of the Group’s Conduct & Ethics standards and supervision

**Executive Board**
- Oversees Group Conduct and Ethics Board (CEB)
- Serves as an escalation instance for the CEB
- Defines and sponsors the Conduct and Ethics Standards
- Identifies conduct trends and initiates mitigating initiatives

**Group CEB**
- Provides oversight on governance framework
- Ensures consistency and alignment of practices across the Group
- Reviews disciplinary events and decides on disciplinary sanctions
- Oversees C&E ombudsperson
- Reports aggregated view to BoD, CEO and ExB

**Divisional and Corporate Functions CEBs**
- Mandated to ensure implementation and tasked with execution
…as our Conduct and Ethics Standards are of strategic importance and a core part of everything we do…

Visible, targeted C&E communications campaigns
- Mix of formats – from intranet posts, divisional leadership and staff communication campaigns to dedicated newsletters

Revised disciplinary framework and policy well received
- Improved the process of how we deal with disciplinary matters

Recognition programs
- CS Employee Awards and RAVE have been well promoted, with significantly increased nominations in last few years

Face-to-face cascades and small group discussions
- Bottom-up resonance with staff; shows management commitment to open dialogue on C&E
- Open dialogue between senior management and staff (e.g., “coffee chats”)

Alignment to Human Resource processes
- Embedded in performance management and compensation processes

Deep dives with management committees
- Focus on specific C&E Standards and what this means for key activities and processes

Employee feedback
- Further refining of processes such as the Conduct and Ethics Behavior Feedback (CEBF)
- Launched C&E Pulse Surveys

Conduct and Ethics Ombudsperson
- Role created in 2018 as result of a review of the Group’s global approach to handling claims of sexual harassment
- Accountable directly to the CEO and the Group CEB
- Serves as a point of immediate escalation when sexual harassment claims arise and to ensure appropriate awareness of and attention to such claims
...and we enabled Risk and Conduct & Ethics assessment to impact variable compensation across the Group.

Risk and Control function input impacting variable compensation

- Divisional compensation risk framework
  - Risk assessment

- Increased scrutiny over alignment between risk and performance for Covered Employees

- Conduct & Ethics behavior feedback
  - Performance assessment against Conduct & Ethics standards

- Conduct & Ethics Boards
  - Ownership and accountability for disciplinary process and outcomes

1 Covered Employees refers to Material Risk Takers & Controllers (MRTC) and US-based revenue producers in the Investment Bank.
Credit Suisse is committed to a culture of equality, diversity and inclusion. We stand for all those principles that bring people together, not pull them apart.

We stand against racism, prejudice, sexism, ageism, homophobia and anything else that leads to people feeling unheard, unseen and unappreciated.

No matter who you are or how you identify, there is a place for you at Credit Suisse.

Credit Suisse Executive Board

Our approach

- The diversity of our workforce gives us a better understanding of clients’ expectations, cultural backgrounds and regional markets
- We recognize the positive impact of diversity on the performance of teams and the business as a whole
- We work to ensure that a D&I framework is firmly embedded in our corporate culture across the globe, focused on enhancing the diversity of our workforce and fostering an inclusive culture
- Our global D&I team in HR aims to maximize impact across people management, culture development and our sustainability strategy
- We engage in an active D&I dialogue with our external partners

External recognition in 2019

- Awarded 1st place in the Diversity Index among participating institutions from Lucerne University of Applied Sciences and Arts
- Ranked among the "Top 10 Best Places to Work for Women" and named as an “Exemplar of Inclusion” by AVTAR

Spotlight: Advancement of women

- Award-winning “Real Returns” program, which supports experienced professionals in relaunching their careers after an extended break
- We want to ensure appropriate female representation in management
- We run special programs to foster the development of female professionals within and outside the organization
- We appointed two more women to the Executive Board in 2019
- We are a signatory to the “Women in Finance Charter”

1 A pledge to support the progression of women into senior roles across our UK legal entities
...and we can only achieve long-term success if we have skilled, responsible and motivated employees

Key elements of our Human Resources strategy

- Culture of performance and development
- Diversity and inclusion
- Attractive working environment
- Internal mobility
- Investing in young talent
- Leadership development
- Long-term career prospects
- Flexible working
- Progressive employment conditions
- Training and development opportunities

Significant reduction in employee turnover in 2019

<table>
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<td>2019</td>
<td>9.8%</td>
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Spotlight: New Ways of Working (N-WOW!) Program

- Global program to prepare for a future-oriented working environment
- As modern employer, our ambition and responsibility is to make our approach to work more agile and enable innovative ways of working, acknowledging that work is an activity rather than a place
- COVID-19 pandemic encouraged us to further explore new ways of working, recognizing the opportunity this situation has demonstrated
- Reflects employees’ desire for a greater balance between working remotely and in the office in a post pandemic world
- Swiss pilot study to serve as basis for future work models across the Group, which we intend to rollout from 2021 onwards in other locations
Our employees demonstrate high levels of commitment and engagement

2020 internal Conduct and Ethics Pulse Survey

- Engagement is very high at 83%
- Over 4 in 5 feel motivated to go above and beyond at work
- 86% feel proud to work for Credit Suisse, and most would recommend the company to family and friends
- 92% feel well supported and informed by our management’s response to the COVID-19 pandemic

Key drivers of employee engagement

- Trust
- Collaboration
- Teamwork
- Positive societal contribution

Credit Suisse leads the financial services sector benchmark on every comparable metric

1. Source: Karian and Box as of July 2020. Benchmark consisting of 12 global financial services companies
We are committed to fair, balanced and performance-based compensation, aligning employee and shareholder interests

Key objectives of our compensation policy

- **Attract, retain and motivate** employees to achieve results with integrity and fairness
- Support a **performance culture** which fosters teamwork and collaboration
- Promote **effective risk management** practices consistent with the Group’s compliance and control framework
- Consider the **capital position and long-term economic performance** of the Group
- Align with our **strategic ambitions** and in close consultation with shareholders and in accordance with **regulatory requirements**
- Offer **market-driven and competitive rates of pay** based on performance-related compensation structures
- Balance the fixed and variable incentive compensation components to reflect the **value and responsibility of the roles** that employees perform

Achieve an appropriate balance between the interests of employees and shareholders in order to create sustainable value for the Group

More information can be found at: credit-suisse.com/compensation
Agenda

1. Our approach to Corporate Responsibility

2. Responsibility in banking

3. Responsibility in the economy and society

4. Responsibility as an employer

5. Responsibility for the environment
We are committed to developing and supporting measures that contribute to a more environmentally sustainable economy.
We are addressing the challenges of climate change

Key highlights

- We recognize our share of responsibilities in combating climate change by supporting the transition to a low-carbon and climate-resilient global economy
- Our Statement on Climate Change sets out our principles and approach to climate protection and describes how we intend to address climate-related risks, mobilize financial resources, and reduce our own environmental footprint
- In 2019, we introduced a Group-wide Climate Risk Strategy program
- We continue to work on implementing the recommendations of the TCFD
- We became a founding signatory to the UN Principles for Responsible Banking in 2019, which call for the banking sector to align with UN SDGs and the Paris Agreement objectives
- We continue to integrate climate issues in our risk management processes
- We apply our Reputational Risk Review Process to assess whether projects or client activities may pose a major risk to the environment, the climate or biodiversity, governed by our sector policies and guidelines
- We provide green finance solutions
- We follow a sustainable investment approach for our real estate investment portfolio
- We have been operating on a greenhouse gas neutral basis at all our locations globally since 2010
- We engage in the dialogue to develop strategies for sustainable, climate-friendly business practices

Further information on climate-related topics and our Statement on Climate Change are available at: credit-suisse.com/climate
In 2019, we introduced our Group-wide Climate Risk Strategy with a three-pronged approach to address climate change...

**Support the transition of our clients**
- Work with our clients to support the transition of their business models
  - Assessment of client readiness and progress to transition to low-carbon and climate-resilient business activities
  - Integration of climate change into risk management models
  - Assessment of transactions through Reputational Risk Review Process

**Provide sustainable finance solutions**
- Help our clients achieve their goals and make a contribution to the realization of the UN SDGs
  - SSAF department (former IAF) established in 2017
  - Developing a leading sustainability offering for our Wealth Management, Institutional and Corporate clients
  - Actively supporting clean and renewable energy businesses

**Reduce our operational carbon footprint**
- Pursue a four-pillar strategy to maintain Green House Gas neutrality
  - Optimizing operations
  - Energy-saving investments
  - Substitution
  - Compensation
...and we are implementing the TCFD recommendations

- **Governance**
  - Climate change-related responsibilities included in the BoD Risk Committee charter and assumed by PCR CARMC¹

- **Strategy**
  - Leverage existing risk management processes and capabilities by mapping underlying climate risks to existing risk types
  - Develop consistent climate-related metrics
  - Develop further climate risk-related scenario analysis
  - Offer green finance solutions

- **Risk management**
  - Climate-related risks considered within the Group-wide, standardized Reputational Risk Review Process
  - Group-wide Climate Risk Strategy program
  - Develop methodologies with other banks to measure alignment of credit portfolios with Paris Agreement objectives

- **Metrics & targets**
  - Disclosure of greenhouse gas emissions of our own operations
  - Information on our green finance activities and clean & renewable energy businesses
  - Develop internal analytics on our own exposures to climate-impacted sectors

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¹ Position & Client Risk, Capital Allocation & Risk Management Committee
We view the protection of biodiversity as an integral part of our sustainability commitments

**Our approach**

**Risk management**: incorporating biodiversity-related aspects into our sector-specific policies and guidelines
- Alignment with key initiatives, e.g., Roundtable on Sustainable Palm Oil (RSPO) and Forest Stewardship Council (FSC)
- Restrictions on financing activities related to High Conservation Value Forests (HCVF), peatland operations, UNESCO World Heritage sites

**Stakeholder engagement**: defining ways for financial industry to contribute to preserving biodiversity and natural habitats
- Technical advisor to the Zoological Society of London’s Sustainability Policy Transparency Toolkit (SPOTT)
- Part of Technical Advisory Group for palm oil, timber and pulp sectors
- Support for High Conservation Value Resource Network (HCVRN) to improve quality of palm oil sector assessments
- Participation in the Informal Working Group to prepare the Task Force on Nature-related Financial Disclosures (TNFD)

**Conservation finance**: creating new, long-term and diversified sources of revenue to ensure terrestrial as well as marine biodiversity conservation and the health of natural ecosystems
- Expanding our product offering in this space
- Sole manager of World Bank’s USD 28.6 million 5-year Sustainable Development Bond focused on “Blue Economy”
- Host of the Annual Conservation Finance Investor Conference to discuss solutions for further developing the sector

As per 2Q20 Media Release “Strategy”

Building on strong 2020 performance, Credit Suisse launches key initiatives to reinforce strategy

Series of structural improvements intended to improve effectiveness, drive efficiencies and capture future growth opportunities
- Credit Suisse reaffirms strategy to be a leading wealth manager with strong global investment banking capabilities
- Key changes with effect from 1 January 2021:
  - Creation of a new Chief Operating Officer (COO) role
  - Combined Chief Risk Officer and Chief Compliance Officer role
  - Launch new SustainAbility unit, responsible for Credit Suisse’s sustainability strategy

Credit Suisse’s sustainability strategy

3. Making new commitments to propel our progress

- Goal to provide at least CHF 300 million in new nature-based financing over the next 10 years
- Enhanced consideration of biodiversity in lending and capital market transactions with development of new commitments to be integrated

“Enhanced consideration of biodiversity in lending and capital market transactions with development of new commitments to be integrated”
We have focused on energy management as the area where our operations have the greatest environmental impact...

<table>
<thead>
<tr>
<th>Greenhouse gas neutrality</th>
<th>Buildings</th>
<th>Business air travel</th>
<th>Commuting</th>
</tr>
</thead>
</table>
| - Operating under global greenhouse gas (GHG) neutrality since 2010 with a 4-pillar strategy:  
  - optimizing operations  
  - energy-saving investments  
  - substitution  
  - compensation | - Measures implemented across all regions to further improve the energy efficiency of our buildings  
  - Use of climate-friendly energy sources | - Accounted for ~56% of our GHG emissions in 2019  
  - We encourage public transport when covering shorter distances  
  - We offset all emissions from our flights through emissions reduction certificates (70,800 metric tons of CO₂ equivalents in 2019) | - Flexible working models to facilitate working from home and other flexible working arrangements contributes to reduce commuting of our employees |

Since 1997, Credit Suisse has been operating an Environmental Management System (EMS) in accordance with the ISO 14001 standard to manage our environmental impact.

- Credit Suisse’s EMS is currently externally certified according to the ISO 14001:2015 standard
- In 2019, we successfully completed an EMS surveillance audit (without any Corrective Action Requests)
…significantly reduced our environmental footprint…

Key Performance Indicators for environmental management

Energy (MWh per FTE)

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy (MWh per FTE)</td>
<td>10.8</td>
<td>10.6</td>
<td>9.5</td>
</tr>
</tbody>
</table>

-12% reduction in our annual net global greenhouse gas emissions since 2017

Greenhouse gas emissions

CO₂ equivalents in metric tons per FTE

<table>
<thead>
<tr>
<th>Year</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO₂ equivalents in metric tons per FTE</td>
<td>3.5</td>
<td>3.3</td>
<td>2.6</td>
</tr>
</tbody>
</table>

-26% reduction of CO₂ emissions in our Global Real Estate portfolio since 2010

Select key metrics

- 90% of our global electricity consumption from renewable sources in 2019
- ~1.6 gigawatt hours increase in our energy efficiency in 2019
- 23% reduction in our annual net global greenhouse gas emissions since 2017
- 17.5% reduction of CO₂ emissions in our Global Real Estate portfolio since 2010

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1 According to VfU (Association for Environmental Management and Sustainability in Financial Institutions) standard 2018 (rounded figures) newly applied to data set 2019, as well as retrospectively applied to data sets 2017 and 2018.
2 As of December 31 of the reporting year. Net greenhouse gas emissions (scope 2 market-based) prior to offsets made to achieve greenhouse gas neutrality.
...and we strengthened our commitment to environmental management by introducing 2025 environmental objectives

We continuously review our environmental strategy to ensure best practices are implemented into daily management processes

2019 Achievements
- 100% renewable: all electricity & gas contracts put out to tender and awarded in 2019
- ~90% of global electricity consumption generated using renewable sources
- >70% reduction in our net greenhouse gas emissions since 2010
- New 2025 environmental objectives introduced

2020 Objectives
- Continue support for sustainable soft commodities, including industry standards and peer collaboration
- Ensure a successful global ISO 14001 audit
- Roll out implementation plan for the 2025 environmental objectives in all regions
- Carbon Trust Standard recertification for energy & waste management for our UK facilities

2025 Objectives
- Reduce total greenhouse gas emissions by 75% vs. 2010 levels
- Procure 100% renewable electricity in line with our commitment to the RE100 initiative
- Increase “green” certified office space to 50% of our total office space portfolio
- Improve regional energy efficiency by 1.5% per year from 2020 through 2025
- Reduce single-use plastic and increase share of recycled and reusable materials
- Reduce amount of paper used by 10% vs. 2018 and ensure 100% of purchases have an environmental label
- Reduce water consumption by 10% per employee vs. 2018

1 Pledge to continuously increase the green power share of electricity consumed in our operations
2 According to labels such as the Credit Suisse greenproperty quality seal, LEED, BREEAM, DGNB or Minergie
3 FTE

ESG at Credit Suisse - Sustainable value creation
Credit Suisse at a glance

About us

Founded in **1856**

**48,800** employees\(^1\) from over **150** different nations with operations in about **50** countries

Our strategy is to be a leading Wealth Manager with strong global Investment Banking capabilities

- A leading global **wealth manager**
- Specialist **investment banking** capabilities
- Strong presence in **home market of Switzerland**
- Well positioned to capture growth in **emerging markets**

**Strengths**

- **Balanced approach** between mature and emerging markets
- **Bank for Entrepreneurs focused on UHNWI** as a core strength
- **Regional Wealth Management model** providing proximity to clients

**Strategy**

**Structure**

- Three regionally focused divisions and one global investment bank

- **Swiss Universal Bank**
- **International Wealth Management**
- **Asia Pacific**
- **Investment Bank**

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\(^1\) As of September 30, 2020
Credit Suisse at a glance

Group key metrics

### Financial performance in CHF bn

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>9M20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net revenues</td>
<td>20.9</td>
<td>20.9</td>
<td>22.5</td>
<td>17.2</td>
</tr>
<tr>
<td>Pre-tax income</td>
<td>1.8</td>
<td>3.4</td>
<td>4.7</td>
<td>3.6</td>
</tr>
<tr>
<td>Net income/(loss) attr. to shareholders</td>
<td>(1.0)</td>
<td>2.0</td>
<td>3.4</td>
<td>3.0</td>
</tr>
<tr>
<td>Return on tangible equity‡</td>
<td>(3)%</td>
<td>5%</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>Net new assets</td>
<td>37.8</td>
<td>53.7</td>
<td>79.3</td>
<td>33.6</td>
</tr>
<tr>
<td>Assets under management</td>
<td>1,376</td>
<td>1,345</td>
<td>1,507</td>
<td>1,478</td>
</tr>
<tr>
<td>Total assets</td>
<td>796</td>
<td>769</td>
<td>787</td>
<td>821</td>
</tr>
<tr>
<td>Net loans</td>
<td>279</td>
<td>288</td>
<td>297</td>
<td>291</td>
</tr>
</tbody>
</table>

### Capital ratios

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>9M20</th>
</tr>
</thead>
<tbody>
<tr>
<td>CET1 ratio</td>
<td>12.8%</td>
<td>12.6%</td>
<td>12.7%</td>
<td>13.0%</td>
</tr>
<tr>
<td>CET1 leverage ratio</td>
<td>3.8%</td>
<td>4.1%</td>
<td>4.0%</td>
<td>4.5%²</td>
</tr>
<tr>
<td>Tier 1 leverage ratio</td>
<td>5.2%</td>
<td>5.2%</td>
<td>5.5%</td>
<td>6.3%²</td>
</tr>
</tbody>
</table>

### A balanced business portfolio in 9M20

- **Net revenues**: 48,800 FTEs
- **3,520 RM**:
  - Credit Suisse Group AG
  - Moody’s: Baa2, Positive
  - S&P: BBB+, Stable
  - Fitch: A-, Stable

‡ RoTE is a non-GAAP financial measure, see Appendix; RoTE figures are rounded up or down to the nearest whole number,
1 Excluding Corporate Center net revenues of CHF -299 mn
2 Reflects the temporary exclusion of central bank reserves from leverage ratio calculations as permitted by FINMA. 9M20 leverage exposure excludes CHF 110 bn of cash held at central banks, after adjusting for the dividend paid in 2Q20 and the planned dividend payment in 4Q20
3 Relating to Credit Suisse Group AG. The most recent change to Credit Suisse’s ratings and/or outlooks occurred on May 29, 2020.
Notes

General notes
- Throughout the presentation rounding differences may occur
- Unless otherwise noted, all CET1 capital, CET1 ratio, Tier 1 leverage ratio, risk-weighted assets and leverage exposure figures shown in this presentation are as of the end of the respective period and, for periods prior to 2019, on a “look-through” basis

Specific notes
+ Return on tangible equity is based on tangible shareholders’ equity, a non-GAAP financial measure, which is calculated by deducting goodwill and other intangible assets from total shareholders’ equity as presented in our balance sheet. Tangible book value, a non-GAAP financial measure, is equal to tangible shareholders’ equity. Tangible book value per share is a non-GAAP financial measure, which is calculated by dividing tangible shareholders’ equity by total number of shares outstanding. Management believes that tangible shareholders’ equity/tangible book value, return on tangible equity and tangible book value per share are meaningful as they are measures used and relied upon by industry analysts and investors to assess valuations and capital adequacy. For end-4Q17, tangible shareholders’ equity excluded goodwill of CHF 4,742 mn and other intangible assets of CHF 229 mn from total shareholders’ equity of CHF 41,902 mn as presented in our balance sheet. For end-4Q18, tangible shareholders’ equity excluded goodwill of CHF 4,766 mn and other intangible assets of CHF 219 mn from total shareholders’ equity of CHF 43,922 mn as presented in our balance sheet. For end-4Q19, tangible shareholders’ equity excluded goodwill of CHF 4,663 mn and other intangible assets of CHF 291 mn from total shareholders’ equity of CHF 43,644 mn as presented in our balance sheet. For end-3Q20, tangible shareholders’ equity excluded goodwill of CHF 4,577 mn and other intangible assets of CHF 256 mn from total shareholders’ equity of CHF 46,740 mn as presented in our balance sheet.

Abbreviations
AEOI = Automatic Exchange of Information; AGM = Annual General Meeting; ALM = Asset & Liability Management; AML = Anti-Money Laundering; APAC = Asia Pacific; attr. = attributable; AuM = Assets under Management; BAME = Black, Asian and Minority Ethnic; BCBS = Basel Committee on Banking Supervision; BIS = Bank for International Settlements; BoD = Board of Directors; CARMC = Capital Allocation and Risk Management Committee; C&E = Conduct and Ethics; CEB = Conduct and Ethics Board; CEBF = Conduct and Ethics Behavior Feedback; CEO = Chief Executive Officer; CET1 = Common Equity Tier 1; CIO = Chief Investment Officer; CO2 = Carbon dioxide; CRCO = Chief Risk and Compliance Officer; CSAM = Credit Suisse Asset Management; D&I = Diversity and Inclusion; EMEA = Europe, Middle East and Africa; EMS = Environmental Management System; ESG = Environment, Social and Governance; ExB = Executive Board; FATCA = US Foreign Account Tax Compliance Act; Finan. = Financial; FINMA = Swiss Financial Market Supervisory Authority; Fintech = Financial Technology; FSC = Forest Stewardship Council; FTE = full-time employee; GAAP = Generally Accepted Accounting Principles; GBP = Green Bond Principles; GHG = greenhouse gas; GNC = Governance and Nominations Committee; GRI = Global Reporting Initiative; HCVF = High Conservation Value Forests; HCVRN = High Conservation Value Resource Network; HR = Human Resources; IAF = Impact Advisory & Finance; IB = Investment Bank; ICS = Internal Control System; IFC = International Finance Corporation; IIF = Institute of International Finance; incl. = including; IPO = Initial Public Offering; IS&P = Investment Solutions & Products; ISO = International Organization for Standardization; IWM = International Wealth Management; KYC = Know Your Client; MRTC = Material Risk Takers and Controllers; MWh = megawatt hour; NextGen = Next Generation; NGO = non-governmental organization; N-WOW = New Ways of Working; OGR = Organizational Guidelines and Regulations; PCR = Position & Client Risk; RAVE = Rewarding And Valuing Excellence; RE = Real Estate; RM = Relationship Manager; RoTE = Return on Tangible Equity; RSPO = Roundtable on Sustainable Palm Oil; SDG = Sustainable Development Goals; SME = Small and Medium-Sized Enterprise; SNB = Swiss National Bank; SPOTT = Sustainable Palm Oil Transparency Toolkit; SRI = Sustainability, Research & Investment Solutions; SSF = Sustainability Strategy, Advisory & Finance; STB = Sustainable Transition Bond; SUB = Swiss Universal Bank; TCFD = Task Force on Climate-related Financial Disclosures; TNFD = Task Force on Nature-related Financial Disclosures; UHNWI = Ultra High Net Worth Individuals; UK = United Kingdom; UN = United Nations; UNESCO = United Nations Educational, Scientific and Cultural Organization; US = United States; VARMC = Valuation Risk Management Committee; YTD = Year to Date