

Corporate Citizenship

Corporate responsibility provides the foundation for all our activities. Credit Suisse's greatest obligation as a good corporate citizen is to manage its core business responsibly and successfully in the interests of its shareholders, clients and employees. At the same time, we endeavor to meet the needs of other stakeholders, contribute to society, and act in a way that promotes sustainability for the good of the environment.

In our business practices, we place particular emphasis on integrity, professionalism and responsible action. To help us achieve this, our Code of Conduct, updated in 2008, contains 10 key values that are binding for all staff members. These include our commitment to environmental sustainability and social responsibility. We view both of these factors as being essential to our long-term business success, which is why we set great store by honoring these responsibilities to the best of our ability, even in economically challenging times.

Supporting Sustainable Development

We support sustainable development at several levels. For our clients, we offer products and services focusing on the environment and society. For example, in 2008 as in the past, we used our expertise to offer products and advice connected with renewable forms of energy, resource efficiency and climate protection. In addition, we remain committed to fostering the development of microfinance. Risk assessment is another important factor when integrating sustainability issues into our core activities. We have put comprehensive internal audit processes in place to ensure responsible conduct with regard to environmental and societal risks in our business transactions.

Targeting Greenhouse-Gas Neutrality

Our ISO 14001-certified environmental management system supports us in devising and implementing internal measures. Credit Suisse has been greenhouse-gas neutral in Switzerland since 2006, and in 2008 we continued to work on further reducing our emissions with the aim of soon becoming one of the first major banks in the world to be greenhouse-gas neutral.

Acting as a Reliable Employer

The financial crisis also posed several challenges for Credit Suisse as an employer in 2008. For instance, we aligned our business activities to the changing needs of our clients and markets, which affected some business units, forcing us to re-

sponsibly reduce our total number of employees. Credit Suisse implements decisions of this magnitude with extreme care. We look for amicable solutions, work closely with employee representatives, and offer assistance to those affected. We realize, however, that this is a challenging time for everyone. This is why it is all the more important for us to ensure that our employees see us as a reliable partner who can offer them interesting and enriching career development in the long term, in a non-discriminatory environment based on equal opportunity.

Encouraging Volunteering

As part of this partnership of understanding, Credit Suisse also encourages and supports employees who want to contribute to society, for example through our corporate-wide volunteering program. Under our cooperation agreements with a range of partner organizations, Credit Suisse and its employees are able to play a part in protecting the environment and improving the lives of disadvantaged people. In addition, 2008 saw the implementation of four global initiatives that provide targeted assistance to projects in the areas of education, microfinance, climate protection and humanitarian aid.

Further information on our commitment can be found in our Corporate Citizenship Report 2008 and at www.credit-suisse.com/citizenship.