

Credit Suisse Corporate Responsibility

January 2015



At Credit Suisse, we are convinced that our responsible approach to business is a decisive factor determining the long-term success of our bank. As well as complying with the professional standards and ethical values set out in our Code of Conduct, we strive to assume our corporate responsibilities in every aspect of our work. We do so based on our broad understanding of our duties as a financial services provider, member of society and employer. Our approach also reflects our commitment to the environment and the importance we assign to our dialogue with our stakeholders.

These key figures highlight some of our achievements in the area of corporate responsibility in 2013

Banking	<ul style="list-style-type: none"> ■ 519 transactions were assessed for potential environmental and social risks ■ Over 2.4 million people at the base of the income pyramid have benefited to date as a result of Credit Suisse's microfinance capacity building activities ■ 7,304 million Swiss francs is our volume of assets under management with high social and environmental benefits
Economy and Society	<ul style="list-style-type: none"> ■ Over 150 billion Swiss francs is Credit Suisse's volume of loans outstanding in Switzerland at end-2013 ■ 17,583 employees around the world engaged in volunteering ■ Around 350 employees in Switzerland held an elected office in their community or at cantonal level
Employer	<ul style="list-style-type: none"> ■ 161 different nations are represented by our employees ■ Over 1,250 full-time positions were filled by new university graduates worldwide ■ 46% of all vacancies were filled through internal appointments
Environment	<ul style="list-style-type: none"> ■ 40 gigawatt-hours of energy were saved globally as a result of increasing our server virtualization rate to 56% worldwide over the past 3 years ■ 137,011 hours of video conferencing were used as an alternative to business travel, helping to reduce our CO₂ emissions ■ 56,000 metric tons of greenhouse gas emissions were offset through the purchase of climate tickets for business air travel

Responsibility in Banking

Trust and Expertise

Our success depends on our ability to inspire trust in our stakeholders. We are committed to acting as a reliable financial partner to our clients – offering them expert advice and high-quality services. Our early adoption of new regulations and our rigorous compliance and control culture help to reinforce confidence in our bank.

Corporate Governance

The way we interact with our stakeholders is of fundamental importance for our business. By acting with integrity, fairness and transparency, we can inspire trust in our clients, shareholders, employees and other members of society.

Risk Management and Sustainability

A responsible approach to business is essential to achieve long-term success. We therefore expect our employees to act professionally, with integrity and in compliance with applicable laws, regulations, due diligence requirements and industry standards. In addition, we take account of sustainability issues through our risk review process.

Sustainable Products and Services

For an increasing number of clients, the generation of financial returns is not the only objective governing their investment decisions. The demand for investments that incorporate economic as well as environmental and social aspects is growing steadily. At Credit Suisse, we offer a broad range of products and services that give investors access to sustainable investment opportunities.

Responsibility in Society

Our Role in the Economy and Society

Our primary function as a global bank is to create value for our clients and shareholders by conducting our business responsibly and efficiently. Through our banking activities, we also make an important contribution to the economy, thus helping to drive growth.

Our Social Commitments

Credit Suisse and its employees have been committed to addressing social challenges for many years. We support our partner organizations and their projects around the world to help improve the lives of disadvantaged people.

Sponsorship

Credit Suisse has a variety of sponsorship commitments in the areas of sport and culture at a national and international level. We assign particular importance to the promotion of young talent and the exchange of cultural experiences.

Responsibility as an Employer

Our long-term success depends on our ability to inspire trust and generate client satisfaction. To achieve this, we require qualified, responsible and motivated employees. We therefore offer interesting lines of work, progressive employment conditions and wide-ranging training and development opportunities.

Diversity and Inclusion

The diversity of our workforce provides us with a better understanding of client needs, cultural aspects and regional markets. We are committed to providing equal opportunities for all employees – irrespective of factors such as ethnicity or nationality, gender, sexual orientation, religion, age, marital or family status, or disability (or any other status protected by local law). Credit Suisse today employs people from 161 different nations.

Responsibility for the Environment

Credit Suisse is committed to taking account of environmental impacts when conducting its business. We develop products and services that combine economic goals with environmental and social requirements, address sustainability issues when managing risks and participate in discussions about sustainable business practices. We also implement various measures to improve our environmental performance.



Corporate Responsibility Report	Resources
The Corporate Responsibility Report documents our efforts to assume our corporate responsibilities. www.credit-suisse.com/responsibility	Sustainable Products and Services: www.credit-suisse.com/responsibility/banking
Contact	Newsletter
Corporate Responsibility Communications: responsibility.corporate@credit-suisse.com	Monthly Responsibility Newsletter: www.credit-suisse.com/responsibility/newsletter