

GRI Content Index 2020

Credit Suisse used the GRI Standards for sustainability reporting (core option) in the development of its sustainability reporting. The GRI content index refers to information in the Sustainability Report 2020 (SR), the Annual Report 2020 (AR) and the Credit Suisse website (credit-suisse.com). Indicators that have been externally verified by the certification company SGS are marked with an asterisk.

Legend

AR Annual Report

SR Sustainability Report

* Indicator externally verified by SGS

● Fully reported

○ Partially reported

⊗ Not reported (omission)

GENERAL DISCLOSURES

GRI 102

GRI	Disclosure	Source	Scope
Organizational profile			
102-1	Name of the organization	AR 2020 , Front cover Our Company (Internet)	●
102-2	Activities, brands, products, and services	Credit Suisse at a glance: AR 2020 , p. 12 Divisions: AR 2020 , pp. 19-25 Products and services: AR 2020 , pp. 16-18 Our Businesses (Internet)	●
102-3	Location of headquarters	Main offices: AR 2020 , A-12	●
102-4	Location of operations	Organizational structure and restatement: AR 2020 , p. 64 Divisions: AR 2020 , pp. 19-25 Main offices: AR 2020 , A-12 Our Company (Internet)	●
102-5	Ownership and legal form	Corporate Governance: AR 2020 , p. 183 Articles of Association (PDF)	●
102-6	Markets served	See GRI Indicators 102-2 and 102-4 For additional details, please refer to: Divisions: AR 2020 , pp. 19-25	●
102-7	Scale of the organization	Results summary: AR 2020 , pp. 64-65 Divisions: AR 2020 , pp. 19-25 Organizational structure and restatement: AR 2020 , p. 64 Number of employees: AR 2020 , p. 63 Our Company (Internet)	●

102-8*	Information on employees and other workers	As of the end of 2020, Credit Suisse had 48,770 employees (full-time equivalents; whereof around 16,140 in Switzerland and 31,720 in all other regions). In 2020, 9.9%* (2019=10.3%) of Credit Suisse employees worked part-time (18.0%* of all female employees and 4.5%* of all male employees). Credit Suisse does not report on employment types, due to bank-specific regulatory limitations and internal guidelines. For further information, please refer to: Employee relations: AR 2020 , p. 190 Employee facts and figures: SR 2020 , p. 66 Employer (Internet)	●
102-9	Supply chain	Relationship with suppliers: SR 2020 , p. 31 Economic contributions as a client/contractual partner: SR 2020 , pp. 40-41 Suppliers (Internet) Supplier Code of Conduct (PDF)	●
102-10	Significant changes to the organization and its supply chain	Credit Suisse strategy: AR 2020 , pp. 13-14 Withdrawal of the UK from the EU and our legal entity structure: AR 2020 , p. 15 Organization and governance: SR 2020 , pp. 9-35	●
102-11*	Precautionary Principle or approach	Credit Suisse Code of Conduct (Internet) Statement on Sustainability Sustainability Commitments (Internet) Agreements and memberships Implementation of the Ten Principles of the UN Global Compact: SR 2020 , p. 93 Reducing carbon emissions across our own operations: SR 2020 , pp. 56-58 Sustainability risk review: SR 2020 , pp. 19-21 Sector policies and guidelines: SR 2020 , pp. 23-25	●
102-12	External initiatives	Agreements and Memberships (Internet) Sustainability networks and initiatives: SR 2020 , p. 102 Implementation of the Ten Principles of the UN Global Compact: SR 2020 , p. 93 Task Force on Climate-related Financial Disclosures: SR 2020 , pp. 59-60 Our contribution to the realization of the Sustainable Development Goals: SR 2020 , pp. 94-95 Credit Suisse and the SDGs (Internet)	●
102-13	Membership of associations	Dialogue with stakeholders: SR 2020 , p. 42 Ongoing dialogue with stakeholders (Internet) Agreements and Memberships (Internet) Sustainability networks and initiatives: SR 2020 , p. 102 Our Network (Internet)	●
Strategy			
102-14	Statement from senior decision-maker	Quotes from CEO and Chairman: SR 2020 , pp. 2-3 Introduction from Lydie Hudson and Iris Bohnet: SR 2020 , p. 4	●
102-15	Key impacts, risks, and opportunities	Quotes from CEO and Chairman: SR 2020 , pp. 2-3 Introduction from Lydie Hudson and Iris Bohnet: SR 2020 , p. 4 Message from the Chairman and the Chief Executive Officer: AR 2020 , pp. 4-7 Approach & Reporting (Internet)	●
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	Credit Suisse Code of Conduct (Internet) Our purpose: SR 2020 , pp. 36-48 A value-based culture: SR 2020 , pp. 38-39 Statement on Sustainability (Internet) Sustainability Commitments (Internet)	●
102-17	Mechanisms for advice and concerns about ethics	Escalation and whistleblowing, SR 2020 , p. 29 Escalation process (Internet)	●
Governance			
102-18	Governance structure	Board of Directors/Board Committees: AR 2020 , pp. 196-220 Corporate Governance: AR 2020 , p. 183	●

102-20	Appointed body accountable for economic, environmental and social topics	Evolving our organization to support sustainability: SR 2020 , pp. 11-12 Corporate governance: SR 2020 , pp. 12-13 Sustainability governance: SR 2020 , pp. 14-17 Risk management / sustainability risk management: SR 2020 , pp. 18-26 Statement on Sustainability (Internet)	●
102-29	Identifying and managing economic, environmental and social impacts	Credit Suisse Code of Conduct (Internet) Evolving our organization to support sustainability: SR 2020 , pp. 11-12 Corporate governance: SR 2020 , pp. 12-13 Sustainability governance: SR 2020 , pp. 14-17 Risk management / sustainability risk management: SR 2020 , pp. 18-26 Statement on Sustainability (Internet) Materiality assessment: SR 2020 , pp. 91-92	●
102-31	Review of economic, environmental and social topics	Corporate governance: SR 2020 , pp. 12-13 Sustainability governance: SR 2020 , pp. 14-17 Risk management / sustainability risk management: SR 2020 , pp. 18-26	●
Stakeholder engagement			
102-40	List of stakeholder groups	Dialogue with stakeholders: SR 2020 , p. 42 Ongoing dialogue with stakeholders (Internet)	●
102-41	Collective bargaining agreements	Freedom of association: SR 2020 , p. 74	○
102-42	Identifying and selecting stakeholders	Dialogue with stakeholders: SR 2020 , p. 42 Ongoing dialogue with stakeholders (Internet)	●
102-43	Approach to stakeholder engagement	Dialogue with stakeholders: SR 2020 , p. 42 Ongoing dialogue with stakeholders (Internet) Materiality assessment: SR 2020 , pp. 91-92 Materiality Assessment (Internet) Our Network (Internet)	●
102-44	Key topics and concerns raised	Dialogue with stakeholders: SR 2020 , p. 42 Ongoing dialogue with stakeholders (Internet) Materiality assessment: SR 2020 , pp. 91-92 Materiality Assessment (Internet)	●
Reporting practices			
102-45	Entities included in the consolidated financial statements	Significant subsidiaries and equity method investments (Note 40): AR 2020 , pp. 411-414	●
102-46	Defining report content and topic Boundaries	Scope of the report: SR 2020 , p. 90 Materiality assessment: SR 2020 , pp. 91-92 GRI Standards: SR 2020 , p. 103	●
102-47	List of material topics	Materiality assessment: SR 2020 , pp. 91-92 Materiality Assessment (Internet)	●
102-48	Restatements of information	None	●
102-49	Changes in reporting	Materiality assessment: SR 2020 , pp. 91-92 Materiality Assessment (Internet)	●
102-50	Reporting period	The 2020 Sustainability Report was published in March 2021 and covers the reporting year 2020: Scope of the report: SR 2020 , p. 90	●
102-51	Date of most recent previous report	The 2019 Corporate Responsibility Report was published in March 2020 and covers the 2019 reporting year. Corporate Responsibility Report 2019	●
102-52	Reporting cycle	Annual. Scope of the report: SR 2020 , p. 90 Annual Reporting (Internet)	●
102-53	Contact point for questions regarding the report	We regard our reporting on sustainability as an important basis for our dialogue with stakeholders and welcome any feedback about our activities: responsibility.corporate@credit-suisse.com	●

102-54	Claims of reporting in accordance with the GRI Standards	GRI Standards: SR 2020 , p. 103 GRI Content Index (Internet)	●
102-55	GRI content index	GRI Standards: SR 2020 , p. 103 GRI Content Index (Internet) External Assurance: SGS Assurance Statement for 2020 Reporting (PDF)	●
102-56	External assurance	Selected indicators of our GRI-based disclosure on sustainability 2020 are externally assessed and independently assured by SGS (see indicators marked with an asterisk). In addition, Credit Suisse's Environmental Management System is certified by SGS according to ISO 14001. External Assurance: SGS Assurance Statement for 2020 Reporting (PDF) ISO14002: SR 2020 , p. 58	●

TOPIC-SPECIFIC STANDARDS

GRI 200: ECONOMIC

GRI	Disclosure	Source	Scope
GRI 201: Economic performance			
GRI 103: Management approach for economic performance			
103-1	Explanation of the material topic and its Boundary	Message from the Chariman and the Chief Executive Officer: AR 2020 , pp. 4-7 Interview with the Chairman and the Chief Executive Officer: AR 2020 , pp. 8-9 Credit Suisse strategy: AR 2020 , pp. 13-14 Results summary: AR 2020 , pp. 64-65	●
103-2	The management approach and its components	Quotes from CEO and Chairman: SR 2020 , pp. 2-3 Introduction from Lydie Hudson and Iris Bohnet: SR 2020 , p. 4 Organization and governance: SR 2020 , pp. 9-35	
103-3	Evaluation of the management approach	Purpose: SR 2020 , pp. 36-38 Our role in society: SR 2020 , pp. 42-48	
201-1	Direct economic value generated and distributed	Consolidated financial statements – Credit Suisse Group: AR 2020 , p. 269 ASC Topic 230 – Statement of Cash Flows: AR 2020, p. XXX Compensation and benefits: AR 2020 , pp. 63-72 Tax: AR 2020 , pp. 330-334 2020 resut details: AR 2020 , pp. 65-66 Assets under management: AR 2020 , p. 399-400 Our role in society: SR 2020 , pp. 42-48 Sponsorship (Internet) See GRI Indicators 102-2, 102-3, 201-4 for information on the markets, regions, and business divisions of Credit Suisse.	●
201-2	Financial implications and other risks and opportunities due to climate change	Statement on Climate Change (PDF) Our role in addressing climate change: SR 2020 , pp. 50-51 Climate Protection (Internet) Risk management / sustainability risk management: SR 2020 , pp. 18-26 Climate risk governance and organsation: SR 2020 , pp. 22-23 Climate-related risks / TCFD implementation: AR 2020 , pp. 162-164 Reducing carbon emissions across our own operations: SR 2020 , pp. 56-58 Global greenhouse gas neutrality – our four-pillar strategy (Internet) Sustainable products and services: SR 2020 , pp. 76-88 For details on Credit Suisse's climate-related risks and opportunities as well as our greenhouse gas emissions, see Credit Suisse CDP reporting (www.cdp.net).	●
201-3	Defined benefit plan obligations and other retirement plans	Pension plans: AR 2020 , pp. 341-350	●

GRI 203: Indirect economic impacts

GRI 103: Management approach for indirect economic impacts

103-1	Explanation of the material topic and its Boundary	Our role in society: SR 2020 , p. 42 Sponsorship (Internet) Our social commitments (Internet)	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
203-1*	Infrastructure investments and services supported	Our role in society: SR 2020 , pp. 42-44 Financial education*: SR 2020 , p. 44 Financial inclusion*: SR 2020 , p. 45 Future skills*: SR 2020 , p. 45 For further information, please refer too: Employees: expertise, development, commitment: SR 2020 , pp. 46-47 Our social commitments (Internet)	●
203-2*	Significant indirect economic impacts	Our role in society: SR 2020 , pp. 42-44 Financial education: SR 2020 , p. 44 Selected figures 2014–2020 1,551* schools have benefited from our support. 144,489* adolescent girls worldwide have benefited from financial education and life skills classes. 3,989* teachers have been trained. Financial inclusion: SR 2020 , p. 45 Selected figures for 2020 115* microfinance institutions and fintech start-ups have benefited from our support. 2,637* local employees of microfinance institutions have been trained. ¹ 83,231* people have access to new or improved products and services. ² Through its investments, our partner Accion Venture Lab generated an additional USD 105 million for financially inclusive fintechs. Opportunity International’s Education Finance team enabled over USD 184 million ³ in education loans for affordable quality education. ¹ Number of trainers trained through our programs ² New calculation methodology applied in 2020 ³ Accumulated and outstanding in 2020 Future skills: SR 2020 , p. 45 Selected figures for 2020 77* Future Skills partners 80* Future Skills programs 215,501* young people benefitting from Future Skills programs funded by CS	●

GRI 205: Anti-corruption

GRI 103: Management approach for anti-corruption

103-1	Explanation of the material topic and its Boundary	Financial crime prevention: SR 2020 , pp. 27-28 Implementation of the Ten Principles of the UN Global Compact: SR 2020 , p. 93 Wolfsberg Group (Internet)	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
205-1	Operations assessed for risks related to corruption	Financial crime prevention: SR 2020 , pp. 27-28	●

GRI 206: Anti-competitive behavior

GRI 103: Management approach for anti-competitive behavior

103-1	Explanation of the material topic and its Boundary	See 103 for 205 Anti-Corruption	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	See 419-1 Socioeconomic Compliance	●

GRI 207: Tax

GRI 103: Management approach for tax

103-1	Explanation of the material topic and its Boundary	Tax: SR 2020 , pp. 31-32 Tax: AR 2020 , pp. 330-334	○
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
207-1	Approach to tax	Tax: SR 2020 , pp. 31-32 Tax: AR 2020 , pp. 330-334	○

GRI 300: ENVIRONMENTAL

Note: The COVID-19 pandemic had profound impacts on our operations in 2020, with a reduction on energy and paper consumption as well as business travel.

GRI	Disclosure	Source	Scope
GRI 301: Materials			
GRI 103: Management approach for materials			
103-1	Explanation of the material topic and its Boundary	We take environmental impacts into account when conducting our business by developing sustainable products and services and addressing sustainability issues when managing risk. The implementation of various operational measures helps us to improve our environmental performance. When identifying key topics (i.e. materiality), we take account of the standards set by the Association for Environmental Management and Sustainability at Financial Institutions (VIU).	●
103-2	The management approach and its components	Planet: SR 2020 , pp. 49-61 Reducing carbon emissions across our own operations: SR 2020 , pp. 56-58	
103-3	Evaluation of the management approach	Environment (Internet) Environmental Performance Data for 2020 (VfU) (PDF)	
301-1*	Materials used by weight or volume	Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF)	●
301-2*	Recycled input materials used	Global key performance indicators for environmental management: SR 2020 , p. 56 In order to reduce its environmental footprint, Credit Suisse focuses on increasing the share of FSC-certified (Forest Stewardship Council) paper. In 2020, the FSC share of paper consumption in Switzerland was 95%*, compared to 91% in 2019. 90%* of our global paper consumption in 2020 was of eco-certified quality.	●

GRI 302: Energy

GRI 103: Management approach for energy

103-1	Explanation of the material topic and its Boundary	Planet: SR 2020 , pp. 49-61 Environment (Internet) Environmental Performance Data for 2020 (VfU) (PDF)	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
302-1*	Energy consumption within the organization	Global key performance indicators for environmental management: SR 2020 , p. 56 Premises Energy Consumption 408,900 MWh / 1,472,000 GJ with following share: Electricity consumed 326,900 MWh / 1,176,800 GJ District Heating consumed 17,200 MWh / 61,900 GJ Fossil Fuels consumed 64,800 MWh / 233,300 GJ Environmental Performance Data for 2020 (VfU) (PDF)	●
302-3*	Energy intensity	The intensity indicator reported is energy consumption per capita (FTE). Environmental Performance Data for 2020 (VfU) (PDF)	●
302-4*	Reduction of energy consumption	Reducing carbon emissions across our own operations: SR 2020 , pp. 56-58 For further information, please refer to: Measures Taken in All Regions (Internet)	○

GRI 303: Water

GRI 103: Management approach for water

103-1	Explanation of the material topic and its Boundary	See 103 for 301 Materials	● ●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
303-1*	Water withdrawal by source	The global water consumption in Credit Suisse buildings around the world was 465,000* m ³ in 2020, 96%* of which was drawn from local municipal utility companies. In Switzerland, Credit Suisse uses rainwater for gardening purposes at its Zurich Uetlihof building (the largest Credit Suisse building worldwide). For cooling purposes, Credit Suisse uses lake water in Lugano and river water from the Rhone River in Geneva. This, however, is not a withdrawal; just the energy content of the water is used. Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF) Environmental Management (Internet)	●

GRI 304: Biodiversity

GRI 103: Management approach for biodiversity

103-1	Explanation of the material topic and its Boundary	Biodiversity and natural capital: SR 2020 , pp. 60-61 Sustainability risk review: SR 2020 , pp. 19-21 Sector policies and guidelines: SR 2020 , pp. 23-25	●
103-2	The management approach and its components	Sustainable products and services: SR 2020 , pp. 76-88 Biodiversity & Natural Capital (Internet) Conservation Finance (Internet)	
103-3	Evaluation of the management approach	Coalition for Private Investment in Conservation (Internet) Environment (Internet)	
304-1	Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	Partially reported, as this indicator is not considered relevant for a financial services provider. Credit Suisse's largest offices are located in cities such as Zurich, London, New York, Singapore, Hong Kong, Tokyo and São Paulo. Credit Suisse has limited direct impacts on local biodiversity through its own internal operations, and those impacts do not affect any protected areas. Credit Suisse has premises with areas close to its headquarters in Zurich (Uetlihof/60,000 m ² certified) and Horgen (Bocken/20,000 m ² certified) which have been awarded the quality label "Naturpark der Schweizer Wirtschaft" (see also Stiftung Natur und Wirtschaft), as they have been designed and are maintained in harmony with nature. Reducing carbon emissions across our own operations: SR 2020 , pp. 56-58	○

304-2	Significant impacts of activities, products, and services on biodiversity	Credit Suisse has limited direct impacts on local biodiversity through its own operations. Biodiversity and natural capital: SR 2020 , pp. 60-61 Sustainability risk review: SR 2020 , pp. 19-21 Sector policies and guidelines: SR 2020 , pp. 23-25 Sustainable products and services: SR 2020 , pp. 76-88 Biodiversity & Natural Capital (Internet) Conservation Finance (Internet) Coalition for Private Investment in Conservation (Internet) Environment (Internet)	●
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GRI 305: Emissions

GRI 103: Management approach for emissions

103-1	Explanation of the material topic and its Boundary	Statement on Climate Change (PDF) Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental management (Internet)	●
103-2	The management approach and its components	Environmental Performance Data for 2020 (VfU) (PDF) See also 103 for 301 Materials	
103-3	Evaluation of the management approach		
305-1*	Direct (Scope 1) GHG emissions	Credit Suisse generated 51,800* metric tons of net greenhouse gas (GHG) emissions globally (measured in CO2 equivalents, Scope 1–3, rounded figures) in 2020. Of this, 15,650* metric tons were direct emissions (Scope 1). For the regional split and further details, see the 2020 VfU Indicators File. The primary sources of Credit Suisse's emissions are energy consumption from premises and business travel. Credit Suisse's net emissions (Scope 1–3, rounded figures) were 127,300 metric tons in 2019 and 151,900 metric tons in 2018. These figures are offset to zero in our voluntary GHG neutrality. Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF)	●
305-2*	Energy indirect (Scope 2) GHG emissions	Credit Suisse generated 51,800* metric tons of net greenhouse gas (GHG) emissions globally (measured in CO2 equivalents, Scope 1–3, scope 2 market based, rounded figures) in 2020. Of these 10,170* metric tons were indirect emissions Scope 2 market-based mix. Scope 2 emissions according to the location-based mix are 96,200* metric tons, leading to gross GHG emissions of 137,820* metric tons globally for Scope 1–3 (location-based). Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF)	●
305-3*	Other indirect (Scope 3) GHG emissions	Credit Suisse's other indirect GHG emissions (Scope 3) were 25,970* metric tons (measured in CO2 equivalents) in 2020. Due to the current reporting methodology used for business flights, the booking date is used and not the actual realized flights. The difference between the realized flight km versus the booked flight km in 2020 and 2019 is less than 5%. Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF)	●
305-4*	GHG emissions intensity	The intensity indicator reported is GHG emissions per capita (FTE). Environmental Performance Data for 2020 (VfU) (PDF)	●
305-5*	Reduction of GHG emissions	Reducing carbon emissions across our own operations: SR 2020 , pp. 56-58 For further information, please refer to: Greenhouse gas neutrality (Internet) Measures Taken in All Regions (Internet)	○

GRI 306: Effluents and waste

GRI 103: Management approach for effluents and waste

103-1	Explanation of the material topic and its Boundary	Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Management (Internet) Environmental Performance Data for 2020 (VfU) (PDF)	●
103-2	The management approach and its components	See also 103 for 301 Materials	
103-3	Evaluation of the management approach		

306-1*	Water discharged by quality and destination	The annual water consumption of Credit Suisse of 465,000* m ³ in 2020 is considered household wastewater and treated in municipal sewage purification plants. According to updated GHG footprint calculations according to VfU Standard 2018, it is estimated that the energy used for the delivery and the purification of our water consumption resulted in GHG emissions (CO ₂ equivalents) of approximately 300* metric tons per year. Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF)	●
306-2*	Waste by type and disposal method	The total amount of waste in 2020 was 4,530* tons/100 kg per FTE. 41%* of the global waste is recycled, 37%* incinerated, 22%* deposited in landfills and 0.2%* is hazardous waste. Global key performance indicators for environmental management: SR 2020 , p. 56 Environmental Performance Data for 2020 (VfU) (PDF)	●
GRI 308: Supplier environmental assessment			
GRI 103: Management approach for supplier environmental assessment			
103-1	Explanation of the material topic and its Boundary	Relationship with suppliers: SR 2020 , p. 31 Supplier Code of Conduct (PDF)	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
308-1*	New suppliers that were screened using environmental criteria	Our Third Party Risk Management (TPRM) framework is embedded in day-to-day sourcing and vendor management processes to assess risks when conducting business with suppliers. All supplier relationships undergo an initial screening, which also considers environmental criteria. As a result, in 2020, 14%* of supplier relationships have been referred to Sustainability Risk for an assessment of environmental and social risks. For further information, please refer to: Relationship with suppliers: SR 2020 , p. 31 Supplier Code of Conduct (PDF)	●

GRI 400: SOCIAL

GRI	Disclosure	Source	Scope
GRI 401: Employment			
GRI 103: Management approach for employment			
103-1	Explanation of the material topic and its Boundary	Advancing our human capital approach: SR 2020 , pp. 69-74 Employer (Internet)	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
401-1*	New employee hires and employee turnover	The global voluntary turnover rate for 2020 was 7.1%* (9.8% in 2019). The global involuntary turnover rate for 2020 was 2.1%* (3.2%* in 2019). Regional breakdown of voluntary turnover relative to the total number of employees for 2020: 6.4%* in the Americas; 8.4%* in APAC; 7.5%* in EMEA, and 6.1%* in Switzerland. Regional breakdown of involuntary turnover relative to the total number of employees for 2020: 3.9% in the Americas; 1.1%* in APAC; 2.6%* in EMEA, and 1.7%* in Switzerland. Credit Suisse does not report on the turnover rate by gender and age group, due to bank-specific regulatory limitations and internal guidelines. Employee turnover: SR 2020 , p. 66	○
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Advancing our human capital approach: SR 2020 , pp. 59-74 Employer (Internet)	○

GRI 402: Labor/management relations

GRI 103: Management approach for labor/management relations

103-1	Explanation of the material topic and its Boundary	See 103 for 401 Employment	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
402-1	Minimum notice periods regarding operational changes	<p>Notice periods for operational changes are labor-market specific. If restructuring and redundancies are unavoidable, Credit Suisse tries to implement these measures in a responsible, fair, and consistent manner, taking the individual circumstances of the affected employees into consideration. Credit Suisse strives to offer employees time, tools, and professional support in these circumstances. In certain regions, focus is placed on providing individual support and personal advice to help the employees start a new career.</p> <p>Advancing our human capital approach: SR 2020, pp. 59-74</p> <p>Employer (Internet)</p>	●

GRI 403: Occupational health and safety

GRI 103: Management approach for occupational health and safety

103-1	Explanation of the material topic and its Boundary	<p>Wellbeing and health management: SR 2020, p. 72</p> <p>Attractive working environment and new ways of working: SR 2020, p. 73</p> <p>Flexibility & Health (Internet)</p>	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
403-4	Worker participation, consultation, and communication on occupational health and safety	See 103 for 403 Occupational Health and Safety	○
403-9	Work-related injuries	Credit Suisse does not currently report work-related injuries and lost days and absenteeism globally, as definitions of these differ nationally and are governed by local legal requirements and Credit Suisse's systems capture this data on a regional rather than global level. For 2020 in Switzerland only, 1.98% of the committed overall working time comprised absences due to illness or accidents (for 2019 the rate was 2.4% and for 2018 the rate was 2.7%).	○

GRI 404: Training and education

GRI 103: Management approach for training and education

103-1	Explanation of the material topic and its Boundary	<p>Advancing our human capital approach: SR 2020, pp. 69-74</p> <p>Client skills and suitability: SR 2020, pp. 69-70</p> <p>Talent Development (Internet)</p>	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
404-1*	Average hours of training per year per employee	<p>In 2020, each Credit Suisse employee received an average of 14* training hours.</p> <p>By employee category, the training hours per employee (including contractors) were: staff (Staff, Exempt Non-Officer and Analyst) 18* training hours; middle management (Associate and Assistant Vice President) 13* training hours; senior management (Vice President, Director, and Managing Director) 13* training hours.</p> <p>Credit Suisse does not report on the breakdown by gender, due to bank specific regulatory limitations and internal guidelines.</p> <p>For further information, please refer to: Talent development in 2020: SR 2020, p. 70</p> <p>Talent Development (Internet)</p>	○

404-2*	Programs for upgrading employee skills and transition assistance programs	<p>A paradigm shift in learning: SR 2020, p. 69</p> <p>Client skills and sustainability: SR 2020, pp. 69-70</p> <p>Leadership and executive development: SR 2020, p. 70</p> <p>Talent development in 2020: SR 2020, p. 70</p> <p>Our experienced employees in Switzerland: SR 2020, pp. 68-69</p> <p>In 2020, we achieved a 99.9%* (2019 = 99.8%) completion rate for mandatory training.</p>	●
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404-3*	Percentage of employees receiving regular performance and career development reviews	<p>In 2020, the bank-wide completion rate of the annual performance review was 97%*.</p> <p>Credit Suisse does not report on the breakdown by gender and by employee category, due to bank specific regulatory limitations and internal guidelines.</p>	○
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GRI 405: Diversity and equal opportunity

GRI 103: Management approach for diversity and equal opportunity

103-1	Explanation of the material topic and its Boundary	<p>Committed to equality, diversity and inclusion: SR 2020, pp. 63-69</p> <p>Global Diversity & Inclusion (Internet)</p>	●
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103-2	The management approach and its components		
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103-3	Evaluation of the management approach		
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405-1*	Diversity of governance bodies and employees	<p>In 2020, women accounted for 39%* of our total workforce and 28%* of our senior leadership (Vice Presidents, Directors and Managing Directors).</p> <p>Employee split by age*: SR 2020, p. 66</p> <ul style="list-style-type: none"> • 1.2% < 20 years (apprentices) • 19.0% from 20 to 29 years • 36.9% from 30 to 39 years • 25.9% from 40 to 49 years • 14.4% from 50 to 59 years • 2.6% > 59 years <p>Employee facts and figures: SR 2020, p. 66</p> <p>Gender Representation as of December 31, 2020*:</p> <ul style="list-style-type: none"> • 48,770 employees with permanent contracts (full-time equivalents) • 39.4% proportion of female employees (number of employees) • 27.8% proportion of women in senior management positions (Managing Directors, Directors and Vice Presidents) • 46.6% proportion of women in all other professional roles (Assistant Vice Presidents and below) <p>Proportion of women: Board of Directors/Executive Board*</p> <ul style="list-style-type: none"> • 23.1% (3 of 13 members of the Board of Directors) • 27.3% (3 of 11 members of the Executive Board) <p>For further information, please refer to:</p> <p>Increasing gender diversity: SR 2020, p. 65-67</p> <p>Employee facts and figures: SR 2020, p. 66</p>	○
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GRI 406: Non-discrimination

GRI 103: Management approach for non-discrimination

103-1	Explanation of the material topic and its Boundary	See 103 for 405 Diversity and Equal Opportunity	●
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103-2	The management approach and its components		
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103-3	Evaluation of the management approach		
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406-1	Incidents of discrimination and corrective actions taken	Committed to equality, diversity and inclusion: SR 2020 , pp. 63-69 Global Diversity & Inclusion (Internet) Details on incidents are not reported due to confidentiality reasons.	○
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GRI 407: Freedom of association and collective bargaining

GRI 103: Management approach for freedom of association and collective bargaining

103-1	Explanation of the material topic and its Boundary	Sustainability risk review: SR 2020 , pp. 19-21 Freedom of association: SR 2020 , p. 74 Implementation of the Ten Principles of the UN Global Compact: SR 2020 , p. 93	●
103-2	The management approach and its components	UN Global Compact (Internet) Employee Representation (Internet)	
103-3	Evaluation of the management approach		
407-1*	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Freedom of association: SR 2020 , p. 74 Implementation of the Ten Principles of the UN Global Compact (Principle 3): SR 2020 , p. 93 Sustainability risk review: SR 2020 , pp. 19-21 Relationship with suppliers: SR 2020 , p. 31 Supplier Code of Conduct (PDF)	●

GRI 408: Child labor

GRI 103: Management approach for child labor

103-1	Explanation of the material topic and its Boundary	Sustainability risk review: SR 2020 , pp. 19-21 Risk Management and Sustainability (Internet) Implementation of the Ten Principles of the UN Global Compact: SR 2020 , p. 93	●
103-2	The management approach and its components	UN Global Compact (Internet) Statement on Human Rights (PDF) Suppliers (Internet)	
103-3	Evaluation of the management approach	Supplier Code of Conduct (PDF)	
408-1*	Operations and suppliers at significant risk for incidents of child labor	Respecting human rights: SR 2020 , pp. 74-75 Sustainability risk review: SR 2020 , pp. 19-21 Sector policies and guidelines: SR 2020 , p.p 23-25 Statement on Human Rights (PDF) Implementation of the Ten Principles of the UN Global Compact (Principle 5): SR 2020 , p. 93 Relationship with suppliers: SR 2020 , p. 31 Supplier Code of Conduct (PDF) Suppliers (Internet) UN Global Compact (Internet)	●

GRI 409: Forced or compulsory labor

GRI 103: Management approach for forced or compulsory labor

103-1	Explanation of the material topic and its Boundary	See also 103 for 408 Child Labor	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
409-1*	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Respecting human rights: SR 2020 , pp. 74-75 Sustainability risk review: SR 2020 , pp. 19-21 Sector policies and guidelines: SR 2020 , pp. 23-25 Statement on Human Rights (PDF) Implementation of the Ten Principles of the UN Global Compact (Principle 4): SR 2020 , p. 93 Relationship with suppliers: SR 2020 , p. 31 Supplier Code of Conduct (PDF) Suppliers (Internet) UN Global Compact (Internet) Modern Slavery & Human Trafficking Transparency Statement 2020 (Internet)	●

GRI 412: Human rights assessment

GRI 103: Management approach for human rights assessment

103-1	Explanation of the material topic and its Boundary	Sustainability risk review: SR 2020 , pp. 19-21 Sector policies and guidelines: SR 2020 , pp. 23-25 Respecting human rights: SR 2020 , pp. 74-75	●
103-2	The management approach and its components	Implementation of the Ten Principles of the UN Global Compact (Principle 2): SR 2020 , p. 93 Sector Policies and Guidelines (PDF) Risk Management and Sustainability (Internet)	
103-3	Evaluation of the management approach		
412-1*	Operations that have been subject to human rights reviews or impact assessments	Transactions assessed on the basis of potential environmental and social risks in 2020*: SR 2020 , p. 24 963 / 100% transactions assessed 765 / 79.4% approved 45 / 4.7% approved with conditions 101 / 10.5% rejected or not pursued 52 / 5.4% pending These statistics exclude potential transactions that were not formally reviewed as part of the risk review process because they were immediately identified by the relationship manager as being non-compliant with the Group's requirements and guidelines. Numbers as of January 31, 2021. Sustainability risk assessments by sector in 2020*: SR 2020 , p. 25 (Including Equator Principles (EP) transactions) Metals and mining: 178 Forestry and agribusiness: 104 Oil and gas: 211 Power generation and transmission: 97 Chemicals: 25 Defense: 6 Infrastructure and transportation: 69 Finance: 95 Other: 178 Total: 963	●
412-3*	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Transactions assessed on the basis of potential environmental and social risks in 2020*: SR 2020 , p. 24 Sustainability risk assessments by sector in 2020*: SR 2020 , p. 25 See 412-1	●

GRI 414: Supplier social assessment

GRI 103: Management approach for supplier social assessment

103-1	Explanation of the material topic and its Boundary	Relationship with suppliers: SR 2020 , p. 31 Suppliers (Internet) Supplier Code of Conduct (PDF)	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
414-1*	New suppliers that were screened using social criteria	Our TPRM framework is embedded in day-to-day sourcing and vendor management processes to assess risks when conducting business with suppliers. All supplier relationships undergo an initial screening, which also considers social criteria. As a result, in 2020, 14%* of supplier relationships have been referred to Sustainability Risk for an assessment of environmental and social risks. For further information, please refer to: Relationship with suppliers: SR 2020 , p. 31 Supplier Code of Conduct (PDF)	●

GRI 415: Public policy

GRI 103: Management approach for public policy

103-1	Explanation of the material topic and its Boundary	Our role in society: SR 2020 , pp. 42-44 Dialogue with stakeholders: SR 2020 , p. 42	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
415-1	Political contributions	Support for the political system: SR 2020 , pp. 42-43	●

GRI 417: Marketing and labeling

GRI 103: Management approach for marketing and labeling

103-1	Explanation of the material topic and its Boundary	Consumer and investor protection: SR 2020 , pp. 29-30	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
417-1	Requirements for product and service information and labeling	Credit Suisse has global policies in place as part of its efforts to ensure appropriate and accurate product and service information is obtained and compliance with applicable laws and regulations of countries where products and services are used and distributed is achieved. Consumer and investor protection: SR 2020 , pp. 29-30	●

GRI 418: Customer privacy

GRI 103: Management approach for customer privacy

103-1	Explanation of the material topic and its Boundary	See 103 for 417 Marketing and Labeling	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not disclosed due to confidentiality	⊗

GRI 419: Socioeconomic compliance

GRI 103: Management approach for socioeconomic compliance

103-1	Explanation of the material topic and its Boundary	See 103 for 417 Marketing and Labeling	●
103-2	The management approach and its components		
103-3	Evaluation of the management approach		
419-1	Non-compliance with laws and regulations in the social and economic area	Credit Suisse discloses material matters as mandated by legal and regulatory requirements in its financial reports and other public filings; please refer to: Litigation: AR 2020 , pp. 400-411 Consumer and investor protection: SR 2020 , pp. 29-30	●