

Global Statement of Business Continuity

Version	1.0 - 2017
Date	January 25, 2017
Status	FINAL
Author	Business Continuity Management (BCM)

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1. Credit Suisse Business Continuity Statement

The following global statement is applicable to all Credit Suisse locations, legal entities and subsidiaries.

Credit Suisse fully recognizes the importance of maintaining a comprehensive Business Continuity Program in an integrated global financial service business environment. Credit Suisse has well established Business Continuity Management (BCM) practices, procedures and policies that provide appropriate resilience and recovery for critical business processes, systems and data.

The Credit Suisse BCM program is derived from and adheres to a number of regulatory, governmental and industry standards and guidelines. These include but are not limited to:

Global	<ul style="list-style-type: none"> - Basel Joint Forum (2006): High-level Principles for Business Continuity - International Standard: (2012) ISO 22301 & ISO 22313 - Business Continuity Institute: (2013) Good Practice Guidelines
Switzerland	<ul style="list-style-type: none"> - FINMA Circular: (2008/10) Self-Regulation as a Minimum Standard - Swiss Bankers Association: (2013) Recommendations for BCM
UK	<ul style="list-style-type: none"> - British Standard: (2007) BS 25999 (now replaced by ISO 22301 and ISO 22313) - UK Government: (2004) Civil Contingencies Act - UK Authorities: Annual Market Wide Exercise and Resiliency Benchmarking - FSA (2006): BCM Practice Guide (FSA now PRA and FCA) – Prudential Regulation Authority Handbook
Americas	<ul style="list-style-type: none"> - Fed, OCC and SEC: (2003) Interagency White Paper to Strengthen the Resiliency of the US Financial System - Federal Reserve Bank and NY State Banking Authority: (2015) FFIEC Business Continuity Planning IT Examination Handbook - FINRA: (2009) Rule 4370 - Business Continuity Plans
Asia Pacific	<ul style="list-style-type: none"> - Singapore Monetary Authority: BCM Guidelines - Japan BOJ: Toward Effective Business Continuity Management: A Check list and Instructive Practices - APRA: Prudential Standard APS232 Business Continuity Management - HKMA: Business continuity planning supervisory policy manual TM-G-2

The Credit Suisse BCM program is regularly reviewed as part of internal audit schedules and external audit requirements. In addition, global Infectious Disease plans are externally reviewed as required.

Credit Suisse actively engages with industry bodies to develop and enhance resiliency within the financial sector and partners closely with regulatory bodies to advance Business Continuity planning in all regions.

2. BCM Program Introduction

Business Continuity Management (BCM) is a company-wide approach designed to ensure that critical business processes can be maintained in the event of a major internal or external incident. The aim of BCM is to maintain a duty of care to staff, to protect the customer and company assets and to minimise the financial, regulatory, reputational and strategic impact of such incidents.

Overall BCM is intended to ensure the continuation or rapid recovery of critical business activities in crisis situations, on a previously agreed level of continuation or recovery. As result, BCM essentially involves all business and organizational areas within Credit Suisse in planning, testing and crisis management contexts.

Credit Suisse BCM is divided into four regional teams accountable to the Global Head of BCM.

2.1 BCM Program Summary

The Credit Suisse global BCM program is derived from the International Standard ISO-22301 and complies with all applicable regional BCM standards and regulatory requirements. Senior Management provide program sponsorship and governance at both the global and regional levels.

The Credit Suisse Business Continuity Program incorporates:

- Crisis Management procedures to direct recovery activities during any significant business disruption
- Documented procedures to back up and recover critical systems and data
- Documented strategies to sustain critical functions using a variety of applicable business strategies including relocation to alternate workplace facilities, process transference and split production
- Processes to communicate with key stakeholders, including employees and clients

A dedicated team of business continuity professionals ensure that recovery plans are documented, reviewed and tested across Credit Suisse in line with the global minimum standards contained within the Global BCM Policy.

The crisis management framework enables a rapid response to disruptive events in order to:

- Safeguard employees lives
- Protect customer and company assets
- Make timely and prudent financial and operational assessments
- Maintain obligations to the financial markets and regulators
- Quickly recover and resume operations

3. Planning, Scope and Documentation

3.1 Business Continuity Management Global Policy

Scope: The Credit Suisse Global BCM Policy defines the minimum global BCM standards for all Credit Suisse regions and business divisions. Regional supplements complement the Global BCM Policy with regional requirements.

Content: The policy defines and regulates business continuity roles and responsibilities for the implementation, maintenance and validation of planning, analysis, readiness assessment, communication, training and crisis management.

Responsibilities: Local, regional and global risk management committees are responsible for the oversight of the Business Continuity Program with annual attestation at Board level.

The regionally appointed senior managers own the BCM risk and are accountable for the regional implementation of the BCM program in line with global minimum standards.

Business heads are accountable for their divisional recovery strategies, the validation of recovery capabilities and the provision of appropriate training and awareness, with expert advice given by the global BCM team.

The regionally appointed senior IT managers are accountable for IT Disaster Recovery (DR) in their region, ensuring recoverability of critical applications according to the recovery time agreed with the Business.

The global and regional BCM teams are responsible for the definition and implementation of the annual Business Continuity Program, reporting recovery capability and risks to regional and global governance committees and regulators where required. Regional BCM teams also participate in industry liaison activities.

Impact Types / Event: The Global BCM Policy defines four Impact Types and one Global Event that form the foundation of the Business Continuity Program at Credit Suisse. The Impact Types are defined as Loss of Premises, Loss of Staff, Loss of IT services and Loss of External Supplier. Infectious Disease planning is defined under the Global Event. Recovery plans address each of the Impact Types and document business strategies for each event.

Further detail is provided in Section 3.3 below.

3.2 BCM Program Methodology

The BCM Lifecycle forms the foundation of the Credit Suisse BCM program. The lifecycle defines and ensures the comprehensive and iterative processes that maintain and enhance operational resilience within Credit Suisse.



The BCM Lifecycle was adapted from the International Standard ISO-22301

3.3 Lifecycle Overview

The BCM Lifecycle elements are conducted periodically in accordance with the Global BCM minimum standards as defined in the Global BCM Policy.

Business Impact Assessments, Business Recovery Strategies and Business Recovery Plans are contained within internally developed tools that include an inventory of business Products, Processes and Activities their underlying resources, criticality, recovery strategies and recovery plan documentation for the following Impact Types:

- Loss of Premises
- Loss of Staff
- Loss of IT Services
- Loss of External Supplier

An event is a combination of one or more impact types. Credit Suisse has defined one global event:

- Infectious Disease

Recovery capabilities are validated via the annual testing program through a global Readiness Assessment methodology and reported on a regular basis to local, regional and global governance committees, internal and external audit teams and industry regulators. The annual training and awareness program includes a mandatory awareness session for all employees. In addition, a bespoke training program is in place to ensure all members of staff with a crisis role are aware and competent.

4. Crisis Management

4.1 Crisis Management Structure

Crisis Management Teams (CMTs) convene when an incident has a significant impact on business operations. Credit Suisse has established a comprehensive Crisis Management structure and process capable of dealing with incidents ranging from global events such as Infectious Disease, to regional, country, city or building incidents. All crisis management teams have documented plans and processes and receive annual training in order to perform their role. The suitability of these plans and training is subject to an annual attestation.

In the event of a Cybersecurity incident, Business Continuity Management's standard Crisis Management process would be utilized to address the threat via established escalation procedures, roles, responsibilities, and communication.

5. Governance, Audits and External Reviews

5.1 Governance

The Credit Suisse BCM program is supported at board level with global and regional governance committees in place to approve the scope of the annual BCM program and oversee the execution of the book of work. Regional governance committees convene on a regular basis to manage business continuity risks, review progress and approve any changes to the BCM book of work. Governance models will adapt according to re-organisations and local requirements.

5.2 Internal Audits

Credit Suisse Group Internal Audit applies a comprehensive risk assessment to all areas, including Credit Suisse's BCM function. BCM is audited on a rotational basis based on the result of this risk assessment and its significance to the Bank. Internal Audit forms part of the regional governance committee and periodically reviews the preparation, execution and reporting of the BCM readiness assessment program. Recovery plan documentation is audited as part of departmental reviews and audit issues are tracked within the Bank's internal tracking tool.

5.3 External Reviews

The Credit Suisse BCM program is periodically reviewed by our regional regulators. External auditors review our global program on an annual basis. In addition, global Infectious Disease plans are externally reviewed as required.