

# Corporate Citizenship

At Credit Suisse, we believe that a responsible approach to business is a decisive factor determining the long-term performance of our bank. We therefore strive to act as a good corporate citizen in every aspect of our work. This approach is founded on a broad understanding of our duties as a financial services provider and our responsibilities toward society and the environment, as well as our role as an employer. It also reflects the importance we assign to the dialogue with our stakeholders.

We know that to achieve sustained success, we must continuously earn the trust of our clients, shareholders, employees and other stakeholders and act as a reliable and professional partner at all times. All our employees comply rigorously with our Code of Conduct, which sets out core values such as integrity, responsibility and respect, as well as a commitment to sustainability. One important example is our pledge to uphold the UN Global Compact, which defines a set of universal principles for companies to observe in the areas of human rights, working conditions, environmental protection and anti-corruption efforts.

## Helping to Build a Stable Financial Sector

We know that our success also depends on the stability of the economic and social environment in which we operate. In 2009, we considered it especially important to carefully balance the sometimes divergent expectations of our clients, shareholders and employees on the one hand, and the state, political representatives and members of society on the other, and to take them appropriately into account. We endeavored to achieve this by focusing on our core business activities while remaining resolute in our commitment to be a good corporate citizen. One of our key objectives last year was to take concrete steps to help restore trust in the financial sector. We therefore engaged in an open and constructive dialogue with politicians and regulators to help shape the debate about how our industry should evolve. Going forward, we will continue our efforts to promote a coordinated international approach to banking supervision.

## A Responsible Employer

The financial crisis also negatively impacted the job market, where conditions remained tense, particularly for school leavers seeking to embark on a career. Against this backdrop, we decided to create 150 new apprenticeships in Switzerland and

to provide additional funding to support external training programs for young people. In conjunction with the Swiss Venture Club, we are also providing risk capital with the aim of promoting job creation in our Swiss home market. As a responsible employer, Credit Suisse strives to offer staff secure long-term employment whenever possible, as well as a stimulating and progressive working environment in which they can thrive and realize their true potential. We also support their personal development through our corporate volunteering program: In 2009 alone, a total of 13,760 employees participated in projects dedicated to social themes in conjunction with our partner organizations and thus volunteered 114,749 hours of their time to help worthwhile causes.

## Protecting the Climate and Environment

In 2009, we pursued our efforts to operate in an environmentally friendly manner. This included our measures to promote the efficient use of resources throughout the company, as well as our participation in the international dialogue about current issues such as climate change. On an operational level, we continued to apply a detailed and clearly defined risk review process in order to carefully assess business transactions with potential environmental or social risks. This review process is supplemented by our sector-specific policies and guidelines relating to industries such as forestry and mining, which help us to determine whether the relationship between the environmental impacts of our clients' activities and the economic benefits they generate is acceptable.

Further information on our commitment can be found in our Corporate Citizenship Report 2009 and on our Web site:  
→ [www.credit-suisse.com/citizenship](http://www.credit-suisse.com/citizenship)