

Responsibility in Society



Zahra Darvishi, Head Corporate Citizenship Switzerland, talks to young people at the AMIC children's home in Larga, Moldova, that Credit Suisse supports as part of the "2xChristmas" campaign.



To watch a video report on "2xChristmas", scan the QR code or refer to the Responsibility Chronicle. www.credit-suisse.com/chronicle

Our Role in the Economy and Society

We strive to create value for our clients, shareholders and employees by performing our core functions as a global bank responsibly and efficiently. At the same time, we want to support the economy through our activities and to play a constructive role in the broader social environment.

At Credit Suisse, we are committed to conducting our business in a way that serves the best interests of our clients, shareholders and employees – thus fulfilling our primary responsibility as a global bank. At the same time, we are very conscious of the fact that we are inextricably linked with the economy and society. This high degree of interconnectedness is evident at many levels. For example, in our function as a financial intermediary, we align the financing and investment needs of companies, private individuals, institutions and the public sector. This includes supplying vital capital to businesses to help finance their expansion and foster innovation – ultimately driving economic growth and the creation of jobs. The role we play in the economy is also illustrated by the fact that in our Swiss home market, we are a partner to over one-third of all companies and are especially committed to supporting the export sector. In addition to providing international payment operations, trade finance and other services that are essential to do business in the global marketplace, we helped Swiss exporters to address the impacts of the strong Swiss franc in 2011. Supplying financial expertise and advice to the economy is another aspect of our work.

Challenges in an Evolving Industry

The global banking industry was confronted with significant challenges in 2011. From an economic perspective, the year was dominated by the escalating debt crisis in Europe, which was accompanied by a general slowdown in the global economy, historically low interest rates and volatile financial markets. The resulting climate of uncertainty undermined investor confidence and significantly reduced levels of client activity – forcing banks to adapt their cost structures in line with declining revenues. At Credit Suisse, we responded to these challenges by announcing steps to further evolve our integrated business strategy – including a significant reduction of risk-weighted assets in our Investment Banking business, the implementation of measures to

enhance profitability in our Private Banking business, and the redeployment of resources to faster-growing and large markets such as Brazil, China and Russia.

Industry reforms were another dominant topic for banks in 2011, as regulators and politicians around the globe pursued their efforts to strengthen the stability of the financial sector with a particular focus on capital, leverage and liquidity requirements. At an international level, regulatory developments centered on the Basel III framework that is designed in part to increase the resilience of systemically important financial institutions. In Switzerland, the “Too Big to Fail” debate was once again a major theme in 2011. Here, Credit Suisse engaged in a constructive dialogue with politicians, regulators and other industry representatives – contributing our financial expertise to the discussions (see also page 52). This process culminated in the adoption of the corresponding legislative proposal by the Swiss Federal Parliament in September 2011. At Credit Suisse, we essentially support the new “Too Big to Fail” bill in view of the particular importance of the major banks for the Swiss economy. We believe that we can meet the new requirements within the prescribed timeframe by building capital through earnings and by issuing contingent capital or other instruments that qualify for the various buffers

Continued on page 24

Credit Suisse as a Client and Contractual Partner

In 2011, Credit Suisse purchased over CHF 7 billion of goods, services and licenses across our four regions. We are committed to conducting our business in an ethical, legal, and socially and environmentally responsible manner. As part of our relationships with major suppliers, we require them to acknowledge their corporate responsibilities in areas such as employee health and safety and environmental protection. We build sustainable relationships with these suppliers to not only ensure that quality and value are delivered but that they continue to manage their corporate responsibilities appropriately. In connection with these efforts, we run various targeted programs, including those that promote collaboration with firms owned by women or individuals from ethnic and other minorities across an increasing number of geographies.

Listening to Young People

As an integral part of society, we consider it important to listen to the views and needs of the general public and to hear their thoughts on a range of current issues. In Switzerland, one of the ways we gauge public opinion is through our annual Worry Barometer survey. Recognizing the important role that young people will play in our future social, cultural and economic development, we are especially interested in hearing their views. In 2010, we launched an online Youth Barometer survey to assess the attitudes and concerns of people aged between 16 and 25 in Switzerland, the US and Brazil. The findings will enable us to address the needs of our younger clients and junior employees in a more targeted manner. The 2011 survey once again showed that unemployment remains one of the primary concerns among today's youth – particularly in view of the shortage of training places and jobs following the financial and economic crisis. At Credit Suisse, we want to help tackle youth unemployment and have taken steps in Switzerland to assist job seekers who wish to find an apprenticeship and enter the labor market. Working with partner organizations, Credit Suisse has made CHF 30 million available over five years to fund this initiative. In 2011, a total of 1,811 individuals received support from the various programs.



To read the findings of the Youth Barometer, scan the QR code or refer to the Responsibility Chronicle.
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and progressive capital components. At the same time, we believe that adequate consideration of regulatory developments in other countries is also necessary to preserve the international competitiveness of the Swiss financial center. In this context, the strict financial reforms proposed in the UK in summer 2011 are evidence that a more level playing field is gradually emerging. In 2012, Credit Suisse will continue to implement the previously announced measures to proactively adjust our business model to the new industry landscape. At the same time, we want to play a constructive role in the ongoing regulatory debate, which is of immense importance for the future shape of our business and the strength of the financial and economic system worldwide. A further priority for our company is to help to resolve challenges such as the cross-border legacy issues facing the Swiss banking sector (see page 9).

Our Role in Switzerland

Our activities in our Swiss home market demonstrate the importance of Credit Suisse from both an economic and social perspective. In 2011, we continued to perform a range of systemically important functions such as managing client deposits, operating our credit business and executing payment transactions. As a lender, we currently have around CHF 170 billion of loans outstanding, comprising mortgages and loans to corporate, public and private clients. Of this sum, CHF 32 billion comprises loans to small and medium-sized enterprises. We manage CHF 590 billion of assets deposited by private and institutional clients in Switzerland.

With 21,200 employees based in Switzerland, we are also one of the country's largest employers. We play a key economic and social function by providing attractive career opportunities across the full spectrum of banking, paying appropriate compensation and offering development prospects for talented individuals. In 2011, we further increased the number of apprenticeships we offer young people by 50 to 650 and provided a total of 1,400 training positions in Switzerland.

Credit Suisse as a Taxpayer

We are also committed to assuming our responsibilities as a taxpayer. As a profitable firm, Credit Suisse has paid an average of CHF 1.0 billion in corporate income tax worldwide over the last five years. In addition, it is subject to other taxes that are not related to income and that exceeded CHF 400 million in 2011 alone. On behalf of employees, Credit Suisse pays payroll withholding taxes and social security contributions, as well as other statutory levies. In 2011, these additional taxes and contributions amounted to over CHF 3 billion globally.

www.credit-suisse.com/responsibility/society

Challenges and Responses 2011

Challenge: Find solutions to reduce the negative impacts of the strong Swiss franc on the Swiss economy.

Response: We helped export-based corporate clients in Switzerland to implement measures to mitigate the impacts of the strong Swiss franc on their business. Credit Suisse representatives also participated in high-level discussions with government bodies and offered their expertise on various monetary policy options.

Challenge: Support the economy by helping businesses that have difficulties obtaining funding to grow and create jobs.

Response: We supply essential capital to businesses to help finance their expansion and to drive innovation. In 2011, our subsidiary SVC Ltd. for Risk Capital for SMEs continued to supply capital to young Swiss firms with sustainable business models to help them expand.

Working with Swiss Business to Drive Growth

In the current economic climate, we believe that one of the most important roles a bank can play is to supply the capital needed to finance economic growth and thus secure jobs. Credit Suisse recognizes that SMEs form the backbone of the Swiss economy and is committed to helping them access the funding they need for their expansion and for succession planning. In this way, it can support the growth of their business and help to secure jobs and create new employment. In May 2010, we established the fully owned subsidiary SVC Ltd. for Risk Capital for SMEs and supplied it with CHF 100 million of capital to help new or established companies in all sectors with a proven client offering to achieve growth. In 2011, around CHF 24 million of capital was committed to 15 innovative Swiss firms with sustainable business models – bringing the total capital commitment to around CHF 35 million at the end of December 2011. These companies are active in a range of industries – including cleantech, information and communication technologies (ICT) and consumer goods. One example is the firm agrofrucht-Inn AG (pictured below), which has developed a new process to produce dried fruit.



To read more on SVC Ltd. for Risk Capital for SMEs, scan the QR code or refer to the Responsibility Chronicle. www.credit-suisse.com/chronicle

Our Social Commitments

Credit Suisse and its employees have been working with selected partner organizations around the world for many years to help address social challenges. We support a variety of humanitarian and charitable projects to improve the lives of disadvantaged people.

At Credit Suisse, we believe that a sound social environment creates economic stability, which is key to the long-term success of our business. This is why we work with selected non-governmental organizations (NGOs) to address social issues at an international level. We help to tackle challenges such as youth unemployment and we support efforts to realize the UN Millennium Development Goals – including the eradication of poverty and the provision of universal primary education – through diverse projects and initiatives. Our company operates in both industrialized and emerging market economies, and we are committed to engaging in activities that go beyond our core business to support the economic and social development of these regions and to act as a reliable local partner to help improve the living conditions of disadvantaged people.

We focus on building long-term relationships with our partner organizations so that we can work together to develop and extend programs that bring about lasting change. We regard microfinance and education as effective tools to promote economic growth and development and have continued to focus our social commitments on global initiatives in these areas.

Through our Microfinance Capacity Building Initiative, Credit Suisse provides financial and human resources to improve management training and development and to drive product and process innovation in microfinance institutions to give people at the base of the income pyramid better access to banking services. We supported 1.8 million microentrepreneurs and their families worldwide in 2011. In recognition of these efforts, Credit Suisse received the Opportunity International Award.

Through our Global Education Initiative, Credit Suisse assists international organizations in giving thousands of children and young people access to education and in improving the quality of educational opportunities in developing countries in particular. This global initiative focuses on providing scholarships, learning materials and specialized teacher training and on ensuring the sustainable development of educational infrastructures. We also run wide-ranging regional educational projects with the aim of giving children and young people in both industrialized nations

and the emerging markets a direct insight into the world of business and finance.

The financial support we offer to charitable projects and initiatives worldwide is complemented by the volunteer work performed by our people. In 2011, we took steps to increase employee volunteering – including skills-based assignments – to benefit a variety of worthwhile causes.

Thinking Globally – Acting Locally

Our aim is to implement our global strategy as effectively as possible in all the regions where we operate, ensuring that our resources are deployed efficiently and that the projects we support generate long-term benefits. We have therefore entered into strategic partnerships with leading international and national non-profit organizations that have an extensive knowledge of specific local requirements and of the political situation and cultural conventions in different countries.

The foundations and committees in our four regions work with over 300 partner organizations globally and are responsible for coordinating grants, donations and the volunteer efforts of our employees. For example, the Americas Foundation in New York and the Credit Suisse EMEA Foundation in London plan and implement charitable projects in their respective regions, while the regional management team directs projects in Asia Pacific. Our Corporate Volunteering team and the Credit Suisse Foundation Jubilee Fund coordinate and implement partnerships and volunteering initiatives in Switzerland. In addition, the Credit Suisse Foundation allocates funds to projects that address our focus themes of education and microfinance and manages the Disaster Relief Fund (see page 27).

Personal Support for Worthwhile Causes

Companies essentially have the same choices available to them as private individuals if they wish to address social issues: they can make financial contributions or invest time in charitable projects. As an employer, Credit Suisse also aims to assume its social responsibilities by encouraging its people to enhance the value of its financial contributions through their own personal support for worthwhile causes. We therefore give all employees the opportunity to dedicate an entire working day on full pay to assist with charitable

projects. As part of the Global Citizens Program, suitably qualified employees are offered the opportunity to spend several weeks working on projects run by our global initiative partner organizations in emerging and developing markets (see below). Credit Suisse is convinced that employee volunteering creates mutual benefits. By participating in the charitable projects run by our partner organizations, we can gain a better insight into the needs of the people in the communities in which we live and work and build mutual trust. At the same time, these activities further enhance the interpersonal skills of our people and promote team spirit – ultimately strengthening our corporate culture.

We consult with employees when selecting the organizations that we support. We also encourage them to take up positions on the Management Boards and Boards of Trustees of our partner organizations.

We closely monitor the development of our various global and regional partnerships and programs. To ensure that our social commitments are having a lasting impact, we systematically record all volunteering activities in a global database and regularly collect feedback from our partner organizations and employees.

Expanding Our Activities

We are constantly adding to the list of countries where we participate in social initiatives and increasing the number of projects we support worldwide. An important milestone in 2011 was the expansion of our Global Citizens Program volunteering initiative, which was launched in 2010 and focuses on promoting the transfer of knowledge and expertise between our employees and our partner organizations in the areas of education and microfinance. This program enables employees to make targeted use of their skills to support the further development of our partners' initiatives by helping to optimize processes or enhance efficiency. The Global Citizens Program has now been extended to a total of 17 countries, including India, China, Brazil and Mexico. At the same time, the number of participants has increased from 18 in 2010 to 31 in 2011. We also launched a successful pilot virtual volunteering program in 2011. Virtual volunteering allows a larger number of suitably qualified employees to use their expertise to support our microfinance partner organizations without having to take extended leave from work.

In 2011, we renewed our commitment to two existing global volunteering partnerships: Habitat for Humanity International, which seeks to combat homelessness and improve precarious living situations, and Junior Achievement Worldwide, which focuses on promoting business skills among children and young people.

We also made significant progress in our different regions. In Switzerland, we increased our existing partnerships from 11 to 15, bringing the total number of volunteer-

ing organizations we work with to 80. The number of hours dedicated to volunteer work by our employees rose by around 20% in Switzerland in 2011. Our long-standing collaboration with the Swiss Red Cross was also expanded in 2011. Volunteering activities included our employees' support for a blood donation campaign as well as the integration project "Mitten unter uns" (In Our Midst) for immigrant children. Volunteers meet with the children on a regular basis, offering them an opportunity to improve their German-language skills. Moreover, these encounters encourage the formation of a new social network and help to overcome

Continued on page 28

Disaster Relief Fund

The earthquake and tsunami that triggered the accident at the Fukushima nuclear reactor in March 2011 presented huge challenges for international disaster relief organizations. The Credit Suisse Foundation's Disaster Relief Fund is continuing to provide support to affected regions through the national and international Red Cross and Red Crescent organizations. Some of the financial aid was donated to specific projects in Japan to benefit children who were particularly impacted by the disaster. By combining donations from employees, the matching gift from the Credit Suisse Foundation and the immediate corporate contribution, Credit Suisse was able to donate a total of USD 5.5 million. We also donated over USD 200,000 to various aid organizations that played a major role in the clean-up operations. Over 30 employees volunteered to assist with this process. Credit Suisse also responded immediately to the energy reduction targets issued by the Japanese government and reduced energy usage at our Tokyo offices by 15% in 2011 to contribute to the national effort to cut energy consumption in the wake of the catastrophe. In addition to the aid efforts in Japan, contributions from the Disaster Relief Fund were used to assist people affected by the drought in the Horn of Africa in 2011.



To read the article on disaster relief efforts in Japan, scan the QR code or refer to the Responsibility Chronicle.
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stereotypes. Various educational schemes in 2011 also enabled employees to share their expertise and experience with young people (see page 31). We received the Swiss Employee Volunteering Award in 2011 in recognition of our volunteering activities in Switzerland from the Philias Foundation.

In our Europe, Middle East and Africa (EMEA) region, an external evaluation covering the period from 2008–2011 underlined the achievements of the Credit Suisse EMEA Foundation. We have provided support for 39,000 young people since 2008 through various education and training programs focusing on the development of business skills. The total volunteering hours performed by our employees rose by 16% in the EMEA region in 2011.

We also intensified our charitable activities in emerging markets such as Russia, South Africa and the Middle East and established our first Philanthropy Committee in Poland. In South Africa, 46% of our local employees invested their time and expertise in volunteering, including six employees who provided one-to-one support for young people through the Clouddog program, which consists of a variety of community and environmental initiatives. Our cooperation with the international organization Habitat for Humanity saw 133 employees from our EMEA region undertake assignments in Armenia, South Africa and Poland. Employees participated in construction projects aimed at helping disadvantaged people (see Booklet, page VI).

Programs in the Americas focused on the themes of employee engagement and education in 2011. The Americas Foundation's Education Program, launched in 2010, makes targeted investments in teacher training and

development through partnerships with selected organizations. In connection with further projects, it supports schools that provide children from socially disadvantaged families and economically deprived communities with alternative development opportunities and chances to succeed (see page 29). At the East Harlem School in New York, which was supported by Credit Suisse, 98% of the students went on to graduate with a high school diploma.

In the Americas region, our people continued to complete a large number of volunteering hours and assignments in 2011. Our activities in the area of employee engagement were not restricted to New York City, with employees volunteering in the Bahamas and Cayman Islands for the first time. In the Bahamas, employees renovated a school in a 12-day initiative completed in stages over a period of five weeks and equipped it with computers. The City Year New York partnership, which has successfully supported City Year Corp members serving in local schools and employees executing various volunteer initiatives over the past five years, spread to the EMEA region with the launch of activities in London.

In Asia Pacific, efforts centered on the provision of funding for larger-scale partner projects. The aim is to help drive lasting social change in the Bharatpur district of Rajasthan in India with the support of Plan India and the local charitable organization Gram Niyojan Kendra. The region faces severe social challenges and has high levels of crime, which impact women and children in particular. We not only provide educational programs for school-age children but also support training courses that show adults ways to generate an income and escape

EMEA Education Project: Promoting Young Entrepreneurs

Youth Business Russia (YBR), a Youth Business International (YBI) project, is a global network that supports young entrepreneurs. The project was extended to the Novosibirsk region of Russia thanks to the support of the Credit Suisse EMEA Foundation. Its objective is to make low-interest loans available to young entrepreneurs for start-up companies, while also providing them with training, mentoring and business support programs. The project aims to help young people to establish a livelihood and to manage their start-up companies professionally and efficiently. This, in turn, creates employment opportunities and helps to revitalize local economies.



To read the article on Youth Business Russia, scan the QR code or refer to the Responsibility Chronicle.
www.credit-suisse.com/chronicle

Swiss Education Project: Promoting Young Talent in IT

There will be a shortage of 32,000 IT specialists in Switzerland by 2017 unless targeted measures are taken to encourage young people to pursue a career in IT. As one of Switzerland's largest IT employers, Credit Suisse is actively committed to supporting training programs for young talent to produce the IT specialists required. As part of this commitment, we are supporting the "IT Professional Training Switzerland" foundation with up to CHF 10 million over the medium term. The foundation's goals are to ensure the training of sufficient numbers of young people in IT, to share IT expertise and to strengthen Switzerland's position as a center of IT education. To intensify our efforts to counter this shortage of specialists, some Credit Suisse IT employees also launched the Lego Mindstorms project at a Swiss high school in June 2011. They volunteered to provide workshops for students on Lego Mindstorms programmable robots, complementing the teaching of IT in an exciting and hands-on way. The volunteers' visits and dynamic approach to technology gave the students a valuable insight into IT that is intended to inspire them to subsequently pursue a career in this field.



To read the article on the Lego Mindstorms pilot project, scan the QR code or refer to the Responsibility Chronicle.
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from poverty. We also grant microfinance loans to help lay the foundations for economic independence, thus improving general living conditions. Our priority is to safeguard the basic rights of children in Bharatpur by investing in primary education. This has a positive long-term impact on their communities, both socially and economically. As well as providing grants to support charitable projects, Asia Pacific achieved a 57% increase in employee volunteering hours.

Growing Level of Volunteering

Credit Suisse recorded a 15% increase in employee volunteering globally in 2011 compared to 2010, resulting in a volunteering rate of 32% and a total of 189,000 volunteering hours. Reflecting the importance we assign to employee volunteering, we have included this aspect in our annual performance evaluations since 2010. Volunteering has also been an integral part of the professional training of Credit Suisse's young talents in Switzerland since 2008. Our aim in 2012 is to encourage even more of our workforce to act as volunteers in all business regions and to further improve cooperation with our partner organizations.

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Challenges and Responses 2011

Challenge: The challenging economic climate has increased the pressure on partnership funding.

Response: We intensified our focus on key long-term partnerships that center on our three focus themes Employee Engagement, Education and Microfinance and bring about lasting change in our regions.

Challenge: Support the development of a sound social environment to help promote economic stability in the emerging markets in which we operate.

Response: We continued to grow our social commitments in these regions with new microfinance projects in China and Brazil, ongoing education projects in Brazil, Mexico, India and China, and increased regional employee engagement in Asia Pacific.

Challenge: Motivate employees to volunteer for long-term assignments despite difficult market conditions and business pressures.

Response: We successfully launched a pilot virtual volunteering program in 2011 to allow a greater number of employees to use their expertise to support our microfinance partner organizations without having to take extended leave from work.

Americas Education Project: Master's Degree for Teachers

As part of the Americas Education Program, Credit Suisse provided support in 2010 and 2011 for the Relay Graduate School of Education in New York, which runs a practical Master's course for teachers who have already started their careers. The support from Credit Suisse has helped the Relay Graduate School to develop best-in-class courses that focus on practical applications. The largely Web-based courses give teachers the opportunity to build on their existing knowledge on a flexible and individual basis and to immediately apply the insights they acquire in the classroom. Initial results show that 91% of all teachers trained by the Relay Graduate School successfully convey mandatory subject matter to their students. This represents a high standard for communities where students are often two or three years behind their peers and where, in the past, less than 50% graduated from high school.



To read the article on the Relay Graduate School of Education, scan the QR code or refer to the Responsibility Chronicle www.credit-suisse.com/chronicle

Asia Pacific Education Project: Schools for Disadvantaged Children

In 2011, Credit Suisse supported the external education program of the Children's Fund in Cambodia, enabling 120 disadvantaged children to attend school regularly. The Children's Fund also offers various supplementary programs to allow older children who have missed out on part or all of their schooling to receive targeted support and complete their education on time. Three satellite schools for over 300 children are being built in connection with this program. By completing their education, these children can later go on to learn a profession, establish a stable income and gain financial independence, thus securing a better future for them and their families.



To read the article on the Children's Fund in Cambodia, scan the QR code or refer to the Responsibility Chronicle. www.credit-suisse.com/chronicle

Participation of Our Employees in Projects Supported by Credit Suisse Worldwide

Americas

Europe, Middle East and Africa

Switzerland

Asia Pacific



5,524

3,312

6,050

2,529



58,418

35,286

67,911

27,278



Relay Graduate School, New York



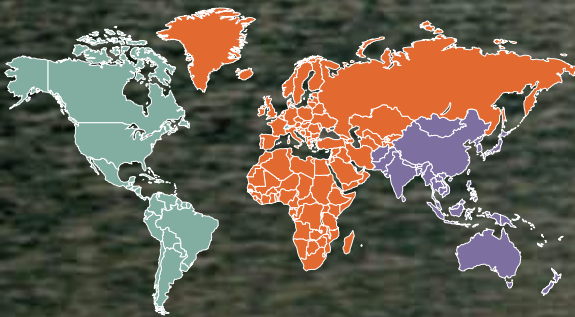
Habitat for Humanity, Armenia



Workshop Lego Mindstorms, Zurich



Earthquake and tsunami, Japan



Worldwide



17,415



189,000

Volunteering metrics related to global partnerships
 (included in regional figures above)

Habitat for Humanity International

Junior Achievement Worldwide



Volunteers



Time dedicated to voluntary work (in hours)



1,122

261



13,985

4,318

Selected Projects in 2011

Project Sunshine, US, since 2009

Aim: Assist in educational, recreational and social programs for children facing medical challenges.

Result: One employee initially volunteered to spend a week working at a holiday camp for children suffering from cancer. Her commitment inspired others to follow her example and the level of employee engagement has steadily increased.

FIRST, New York, US, since 2006

Aim: Give employees the opportunity to volunteer using their technology skills to inspire an interest in science and technology among students.

Result: 114 volunteers, primarily from our IT department, took part in the program in New York, Princeton, New Jersey and Raleigh.

City Harvest, New York, US, since 2002

Aim: Help City Harvest to collect excess food and deliver it to soup kitchens, senior centers and homeless shelters to feed the hungry.

Result: 246 employees volunteered over 1,000 hours to help City Harvest sort and deliver nearly 29 million pounds of food to 600 food programs.

The Nonprofit Board Training Program, US and Canada, since 2010

Aim: Give senior executives the opportunity to use their expertise to help others and teach more junior employees about being an effective Board member to add value to non-profit organizations.

Result: Program expanded to Raleigh, Boston, Los Angeles and Toronto. Over 300 employees were trained in 2011; 15% of all employees trained are now serving on a Board of a non-profit organization.

Rebuilding a school in the Bahamas, since 2011

Aim: Improve facilities in a local school to provide children with a better learning environment.

Result: Over a period of five weeks, 20 volunteers spent evenings and weekends rebuilding and refurbishing three classrooms, as well as purchasing new computer equipment for the school.

ProEducation, Mexico City, Mexico, since 2008

Aim: Provide enhanced learning opportunities for marginalized children by training teachers and parents and creating a true educational community.

Result: By expanding the Americas Education Program to Mexico, we helped ProEducation to work with 41 schools, benefiting 13,596 students.

The Children's Trust, UK, 2011 Charity of the Year

Aim: Raise awareness of the work of The Children's Trust and engage in fundraising activities.

Result: Employees raised GBP 873,659 through a variety of activities.

Futureversity, UK, since 2003

Aim: Improve future prospects and employment opportunities for young people using unconventional learning methods and innovative partnerships.

Result: Support provided for the re-branding and national rollout of Futureversity, enabling young people to take part in courses, including the Credit Suisse Ideal Applicant Course.

Scope, UK, since 2010

Aim: Support a pilot employability program for young people with disabilities in Tower Hamlets.

Result: The first year of the program was successful, attracting 71 Credit Suisse volunteers in 2011.

Mosaic, Middle East & North Africa, since 2010

Aim: Work with young people to develop leadership skills by supporting Mosaic's Leadership Summit.

Result: 16 young leaders from UAE, Qatar, Saudi Arabia and Oman attended the summit in Qatar in November 2011.

Portofranco, Italy, since 2010

Aim: Provide assistance to young people aged between 13 and 18 to help them remain in the education system and to realize their potential.

Result: 20 young people received intensive tutoring.

Fundacion Prodis, Spain, since 2010

Aim: Help to improve the integration of children and young adults with learning difficulties at home, at school, in the community or in the workplace.

Result: 45 young people took part in the Promentor employability program.

Swiss Red Cross, Switzerland, since 2008

Aim: Support health and integration programs run by the Swiss Red Cross.

Result: 1,924 employees worked as volunteers for a total of 13,254 hours, supporting programs such as a driver pool to provide transport services, "2 x Christmas", "Mitten unter uns" (In Our Midst) and the "Redog" rescue dogs organization.

UNICEF (Swiss Committee), since 2009

Aim: Encourage children to contribute to UNICEF by realizing their own fundraising projects.

Result: In 2011, around 7,000 children from all over Switzerland raised more than CHF 430,000 for a UNICEF project in Africa.

Bergwaldprojekt (Mountain Forest Project), Switzerland, since 2008

Aim: Gain an insight into mountain forests and help to maintain their various protective functions.

Result: Around 900 employees spent a day volunteering in the Swiss Alps. This equates to a total of 16,054 hours of volunteer work.

Ernst Schmidheiny Stiftung (ESST), Switzerland, since 2010

Aim: Promote an interest in business and economics, particularly among young people.

Result: Since the establishment of the partnership, eight employees have volunteered a total of 360 hours as teachers in various schools.

Young Enterprise Switzerland, since 2008

Aim: To help young people develop business acumen, an entrepreneurial approach and effective interpersonal skills.

Result: 71 employees worked with a total of 1,330 students in 71 different classes in 2011, investing 2,640 hours of their time.

Swiss Youth Music Competition, since 2004

Aim: Support young musicians at grass-roots level by identifying talented individuals aged 8 to 20.

Result: Around 1,200 children and young people across Switzerland took part in the 2011 contest.

Children's Cancer Foundation Fundraising Campaign, Singapore, since 2008

Aim: Raise funds for initiatives and services to help children suffering from cancer and their families.

Result: 31 employees shaved their heads and 160 employees took part in the Hair for Hope fundraising campaign in Singapore, raising over USD 100,000.

Sampoerna Foundation Integrated Literacy Program, Indonesia, since 2004

Aim: Encourage reading and improve the literacy standards of children affected by a volcanic eruption.

Result: Six mobile libraries with over 300 books were made available for 500 children living in temporary housing in Merapi, Indonesia.

The Playgroup Children's Foundation, Australia, since 2011

Aim: Replace equipment in children's playgroups in regions affected by flooding and hurricanes.

Result: Over 200 children benefited from the project thanks to the provision of teaching materials and equipment in 17 playgroups.

YMCA Singapore Reading Program, since 2009

Aim: Help to develop the literacy and numeracy skills of pupils with special needs.

Result: 73 pupils who require special support were provided with structured learning content to improve their proficiency in reading and arithmetic.

Little Sister Pre-school with Half the Sky Foundation, China, since 2008

Aim: To enrich the lives and enhance the prospects of orphaned children living in China's social welfare institutions.

Result: A grant of CHF 134,000 enabled 53 teachers and carers to be trained to help enhance the emotional and physical development of 158 children with special needs.

Cathy Freeman Foundation, Australia, since 2011

Aim: To close the education gap between indigenous and non-indigenous children and provide pathways to success.

Result: A CHF 100,000 grant to the foundation benefited 600 indigenous children on Palm Island. The Horizons Program motivates, supports and rewards students who display a positive attitude and achieve good academic progress.

Sponsorship

Credit Suisse wants to contribute to society through various national and international sponsorship projects. In addition to our partnership with Roger Federer and his foundation, we focus our sponsorship activities on classical music, jazz and the fine arts, as well as golf, equestrian sports and football. We assign particular importance to the promotion of young talent and the international exchange of cultural experiences.

Sponsorship is an important marketing tool used by Credit Suisse. It also enables us to offer our clients and a broader public the opportunity to enjoy exceptional cultural, musical or sporting events. When selecting our international sponsorship commitments, we focus on cultural and sporting institutions that share the same core values as Credit Suisse by striving to achieve outstanding performance and long-term success. This approach allows us to benefit from the excellent reputation of the organizations we support while, at the same time, making a contribution so that our partners can continue to focus fully on their cultural and sporting activities, even in challenging economic times.

Supporting the Development of Young Talent

We assign particular importance to nurturing young talent and we therefore engage in various programs around the world that help to develop the skills and abilities of young artists or junior sportsmen and women. Examples include the Credit Suisse Today Art Award, which is presented in collaboration with the Today Art Museum in Beijing, and

the Credit Suisse Young Artist Award, which we present in conjunction with the Lucerne Festival and the Vienna Philharmonic. We have also launched two new cultural awards in Switzerland to promote activities in the fields of jazz and video art.

As the main sponsor of the Swiss Football Association, we support all junior national football teams. In 2011, the Swiss U21 team reached the finals of the European Championship in Denmark and thus qualified for the 2012 Olympic Games in London.

Our sponsorship commitments in the field of culture focus on classical music and the fine arts. The promotion of international cultural exchanges is one of the principal goals of our sponsorship philosophy. One of the ways we achieve this is by supporting global tours by our partner orchestras – primarily the New York Philharmonic Orchestra, of which Credit Suisse is the exclusive global sponsor, as well as the Sydney Symphony Orchestra. In addition, we support renowned classical music festivals such as the Lucerne Festival. As its resident sponsor, we fund the Vienna Philharmonic's annual residency at the Festival, which is one of the highlights of the event. In 2011, we renewed our partnership with the internationally acclaimed Bolshoi Theatre in Moscow, which reopened its doors after seven years of extensive renovations.

In London, Credit Suisse partners with the National Gallery, which attracted record numbers of visitors to its recent Leonardo da Vinci exhibition. By supporting leading museums in Switzerland and abroad, Credit Suisse underscores its commitment to the fine arts. One of our main partners is the Kunstmuseum Zurich, which unveiled the world premiere of the Nahmad Collection in 2011. We also work with the Singapore Art Museum and supported its Biennale 2011 exhibition.

www.credit-suisse.com/sponsorship

Supporting Music and the Arts in Asia Pacific

Our interest in Asia Pacific is not restricted to business: we are also committed to supporting classical music and the arts in the region. Credit Suisse has been the first long-term corporate sponsor of the Singapore Art Museum in its history and has supported the exhibitions held as part of the collaborative Credit Suisse Innovation in Art Series. Other sponsorship commitments in the region include our work with the Taipei Fine Arts Museum, the Shanghai Museum and the Today Art Museum in Beijing. In the field of classical music, Credit Suisse supports the Hong Kong Arts Festival and the Beijing Music Festival, which are two of the region's most prominent cultural events. Additionally, Credit Suisse is continuing to partner with the Bangkok Symphony Orchestra and the Sydney Symphony Orchestra in Australia, including its highly regarded Associate Conductor and Fellowship educational programs.

Working with the Roger Federer Foundation to Promote Education

In 2011, Credit Suisse continued its long-term partnership agreement with Roger Federer. As part of this collaboration, Credit Suisse provides support for the Roger Federer Foundation, which promotes education projects for children mainly in southern Africa. Thanks to this partnership with Credit Suisse, a 10-year initiative providing support in early childhood was launched in 2011. Over 50,000 children between the ages of four and six will receive help in preparing for their transition to primary school education. The Foundation's local partner is the NGO ActionAid Malawi. Credit Suisse provides regular updates on this new initiative in Malawi through the documentary series "Growing up in Malawi".



A childhood center supported by the Roger Federer Foundation in Malawi.



Janine Händel (right), Managing Director of the Roger Federer Foundation, with the Honorable Theresa Gloria Mwale, Minister of Child and Community Development, at the launch of a project in Malawi.



Villagers making adobe bricks to build a new childhood center in Ng'andu, Malawi.



To watch video reports on projects conducted by the Roger Federer Foundation, scan the QR code or refer to the Responsibility Chronicle. www.credit-suisse.com/chronicle

Credit Suisse Foundation

The Jubilee Fund of the Credit Suisse Foundation (see page 26) also assigns considerable importance to the promotion of culture. Since 2000, it has been fostering musical talent through the Credit Suisse Young Artist Award and the Prix Credit Suisse Jeunes Solistes, which are presented in alternate years. The awards include generous prize money and the opportunity for the winners to perform at the internationally acclaimed Lucerne Festival. The Jubilee Fund also lends its support to the Musikkollegium Winterthur and the Swiss Youth Music Competition Foundation.



Chinese cellist Mi Zhou, winner of the Prix Credit Suisse Jeunes Solistes 2011.



To watch a video report on the cellist Mi Zhou, scan the QR code or refer to the Responsibility Chronicle. www.credit-suisse.com/chronicle



In December 2011, Norwegian violinist Vilde Frang was named the winner of the Credit Suisse Young Artist Award 2012.

Credit Suisse is convinced that microfinance can play a role in achieving the UN Millennium Development Goals such as the eradication of poverty and hunger. We have therefore been active in this area for almost 10 years. Microloans are a proven means of helping people at the base of the income pyramid to help themselves, e.g. by enabling them to build up a small business and to thus establish a basic livelihood. Picture: The owner of one such small business at Lake Malawi sells kapenta. These small sun-dried fish are one of the staple foods in Malawi, Southeast Africa.



Focus Themes 2011

Focus Themes – Social Commitments

At Credit Suisse, we believe that a sound social and economic environment is essential to the long-term success of our business. Together with our employees – and working in close cooperation with selected partner organizations – we have therefore been committed to helping strengthen society by addressing social issues for many years. In addition to providing direct financial support, we encourage our people to engage in volunteering activities and to share their skills and expertise with our partners. We regard micro-finance and education as particularly effective tools to promote economic growth and social development and therefore continued to focus our global initiatives on these areas in 2011. We also support various regional projects and initiatives. Together with our employees and partner organizations, we strive to improve the living standards of disadvantaged people worldwide.

It All Begins with A, B, C

The organization Room to Read is dedicated to supplying books to children in the most remote corners of the world and to creating spaces in which they can learn to read. In Zambia, where the organization also supports national education programs, progress has been achieved astonishingly quickly as a result of joint initiatives.

“Our organization’s original mission was to build child-friendly libraries in countries such as this,” explains Samantha Chuula, Room to Read’s Country Director in Zambia. “But then we realized that many children simply couldn’t read at all. Room to Read therefore developed a variety of programs to address this problem. This was a huge challenge in Zambia because many children live in remote areas that may be several days’ walk from the nearest town. School buses are scarce and only better-off families can afford a bicycle. Although primary education is compulsory in Zambia, there is often a shortage of funding to build classrooms or provide teaching materials. In many cases, up to seven children have to share a single schoolbook. This makes it impossible to assign homework, as only one child can take the book home with them. “Despite all our efforts, we are unable to meet the needs of the population in more rural areas. This is why the projects and initiatives run by Room to Read are really important to us,” says Bradford Machila, a member of parliament representing the Kafue district.

Literacy – a Key Pillar of Education

The various programs supported by Room to Read include the construction of libraries, which are then equipped with books, and the provision of teacher training. In Zambia, Room to Read also works closely with the government to achieve long-term improvements in teaching practices. Mumba Nkoloma, education officer for the Kafue district, recalls: “In the past, children learned entire words and sentences by heart. This meant that they never learned to spell properly and, as a result, could not read or write well.” Together with the government, Room to Read developed a new curriculum and a new textbook for primary school children. The students in the first grade at the Kacheta Basic School in the Kafue district were among the first to try them. For Mary Situmbeko, who manages the new school library built by Room to Read, the progress was soon visible. She explains: “The first-graders can now read better than older students in the school because they can also learn at home.”

Room for Development

“In most developing countries, the school buildings aren’t particularly child-friendly,” comments Samantha Chuula. However, things are very different today at the Kacheta Basic School: Once lessons are over, many of the children choose to stay for a while because the school now has a room with a wide variety of books where they can sit and read. In fact, there is so much interest in reading that the children even come to school on weekends, often accompanied by their parents. Levy Chilekwa is in the ninth grade and helps out as a library assistant: “I come here every day and open up the library for the children and their parents – on Saturdays, too.”

A School for All Ages

If these programs are to be sustainable, it is essential for them to have the backing of the children, their parents and, above all, the community. “Room to Read supports schools for a period of three years, so we need to ensure that the community will keep up the good work afterwards,” explains Samantha Chuula. Time after time, she is impressed by the determination and support shown by the local community. One of the most remarkable stories she has experienced in her time in Zambia has had an impact on the organization itself: One of the students always went home and told his grandmother what he’d learned at school that day. She started to study with him and enjoyed it so much that, without hesitation, she decided to join in the lessons herself. During the breaks, she helped to keep an eye on the children and gave the teachers a hand. During lessons, she sat in class like any other student. Word soon spread and suddenly large numbers of adults wanted to join in and learn too. “There are now evening classes for parents,” says Samantha Chuula. “The reading program has been a resounding success, and we are delighted that Credit Suisse is helping us to roll it out in more schools in Zambia.”

Room to Read is convinced that change begins with education.



To watch a video report on Room to Read in Zambia, scan the QR code or refer to the Responsibility Chronicle www.credit-suisse.com/chronicle



Mildred Malambo Himoomba, a teacher at the Kacheta Basic School (above). Febby Munkondya Mainza, whose son is making good progress with his reading at the Kacheta Basic School (left).



Credit Suisse Is Committed to Education

The Credit Suisse Global Education Initiative supports selected international non-profit organizations with the aim of improving access to education and the quality of educational opportunities for thousands of children and young people. The programs supported by the initiative focus on interventions that are proven to have a direct impact on quality and access, such as financial support for students, teacher training, specialist facilities and learn-

ing resources. Credit Suisse is committed to long-term partnerships to enable sustainability of outcomes. To pursue this goal more effectively, our partners engage with the local community and educational authorities at local, national and regional levels to raise awareness of the issues in education. In 2011, we continued working with our long-term partners Camfed, CARE, Plan International, Room to Read, Teach for All and

Worldfund. In addition, we continued to support Catholic Relief Services, Children in Crisis, Leonard Cheshire Disability and Pestalozzi World through 2011.

You can find out more about this topic in the Corporate Responsibility Report (pages 26–31) and at:

www.credit-suisse.com/responsibility/focusthemes

Selected Figures for the School Year 2011–2012¹



43
countries in which the Global Education Initiative is active



71,865
students will benefit from improved access to education and/or improved quality of education



12,736
teachers will be trained



367
schools will benefit from our support

¹ Denotes actual figures for October–December 2011 as well as estimated figures for 2012.

Microfinance: Building a Better Future

Credit Suisse's microfinance partner FINCA International has been active in Malawi since 1994. Today, around 22,000 people in this country in Southeast Africa use banking services and insurance products supplied by the microfinance institution. Regular training sessions help its employees to adapt in this constantly evolving field.

Tiyamike is a small village in the south of Malawi, where houses line a dusty road that runs in the direction of Mozambique. The small marketplace contains an old corn mill – the largest building in the village. At a food stall at the entrance to Tiyamike, a large cooking pot stands ready on a scorching wood stove. Next to it, Patricia Bakari can be seen neatly chopping vegetables, while her husband helps out in the back-ground. Villagers and travelers stop to enjoy the food freshly prepared by Patricia.

Gaining Trust

Patricia Bakari is a member of the FINCA Women's Group in Tiyamike. Once a fortnight, its members gather for a meeting led by Chairwoman Catherine Comacoma, who runs a small grocery store from her home. She has been chairing the group of around two dozen women for over 10 years, or 40 loan cycles. All of the members run small businesses that they were able to establish thanks to a microloan of USD 50–100 from FINCA. Since each loan is guaranteed by the entire group, only those women within the village who have gained the trust of Catherine Comacoma and the community are able to join.

In-Depth Advice before Obtaining a Loan

The meetings are also attended by the FINCA credit officer Chisomo Mphande from Blantyre. She discusses the exact terms that apply to new loan requests or outstanding payments with the women and advises them on problems and new challenges that have arisen in their different businesses. "She calculates and explains exactly how much interest we will have to pay each week and what the repayment installments are," says Catherine Comacoma. During her time as Chairwoman, Catherine has seen many women who have been able to really improve their lives with the help of these loans and who routinely conduct banking transactions today. These are women who, in the past, would not even have been allowed to enter a bank in many cases.

Larger Loans for Established Businesses

The range of products and services offered by FINCA in Malawi is not limited to microloans. One of its clients is Maggi Bhakali, who has been running the TK Maxx Clothing Shop in a suburb of Blantyre together with her husband for several years. To purchase clothing stock from South Africa, she has taken out larger FINCA loans amounting to hundreds of dollars and has always repaid them promptly. Their business is thriving; Maggi and her husband are already considering the possibility of opening further stores, for which they would require a loan of at least one million Malawi kwachas (around USD 6,000). They are optimistic about what the future holds: "We are not only trying to develop our business but to also help the entire country to move forwards. We might eventually be able to build a house, buy a car and send our children to a better school."

Continuous Employee Training Makes a Difference

To ensure that FINCA's clients in Malawi – who now number over 22,000 – benefit from high-quality service and advice that is always improving, FINCA holds regular training sessions for mid-level managers. The training is conducted in the FINCA Development Academy, which was established in 2011 and is supported by Credit Suisse. The feedback from the participants is very positive: "These types of courses make all the difference and have helped our organization to advance. Our managers now have a better understanding of how they should lead their staff – and that means we can achieve better results," states loan analyst Alexon Mwakhula. He explains that better training leads to increased motivation. At the same time, regional manager Peter Gama believes that FINCA has enormous growth potential in Malawi – a country that is home to over 14 million inhabitants. But not everyone can obtain a loan: responsible growth is important, according to Gama. A high level of optimism is evident among much of the group. When asked about their personal career prospects, branch manager Rose Chanza laughs and declares that anything is possible. Maybe that could include taking on a management position at FINCA International in another country?



At the FINCA Women's Group meeting in Tiyamike, problems and challenges are being discussed (far left).

Successful microenterprises can improve the living standards of entire families (left).



To watch a video report on FINCA International in Malawi, scan the QR code or refer to the Responsibility Chronicle. www.credit-suisse.com/chronicle

Microfinance

Microfinance refers to microloans, savings, insurance and other financial products and services targeted at low-income clients. It enables individuals to make the most of their potential and is a catalyst for establishing entrepreneurial activities and an effective means of helping people in developing countries to help themselves. Ensuring the growth of a strong and responsible microfinance industry and institutions is vital, which is why we launched our Microfinance Capacity Building Initiative in 2008. Following the success of the first three-year cycle, a second cycle was launched in 2011 that will continue to focus on developing the people and processes involved in microfinance institutions, as well as their product offering, so that these organizations can strike an effective balance between their social and financial objectives and their clients' needs. Credit Suisse now works with six partner organizations that have been selected for their expertise and positive impact on the industry and their ability to replicate their achievements in different markets and regions. In addition, Credit Suisse also participates in several collaborative industry-wide initiatives such as the Swiss Capacity Building Facility and the Microfinance Communications Council.

ACCION International

The founding partner of the Center for Financial Inclusion, a unique "solutions lab" that brings together microfinance organizations, the private sector, policymakers and practitioners. The Smart Campaign, a global consumer protection initiative, is one of the many initia-

tives run by the Center. In addition, Credit Suisse's support for microfinance employee training centers in India and China has been expanded to include Africa and Latin America. www.accion.org

FINCA International

The FINCA Development Academy (FDA) initiative will create an in-house training institution to systematically deliver high-quality training to hundreds of existing and prospective mid-level microfinance managers between 2011 and 2014. FINCA's market intelligence and social performance initiative will strengthen FINCA's ability to better understand and serve client needs. www.finca.org

Opportunity International

The Electronic Wallet programs in Africa and Latin America are providing low-income clients with a new means of accessing financial information and services. This innovative program uses a combination of channels such as ATM machines, smart cards, mobile banks, point-of-sales devices and cellular banking. The Next Generation Banker program is a two-tiered approach to enable Opportunity International to develop highly skilled, values-driven employees across its operations in Africa, Asia and Latin America. www.opportunity.org

PlaNNet Finance

The Microfinance Robustness Program supports the long-term success and integra-

tion of the Chinese microfinance sector within the banking system and developing, implementing and promoting key solutions that will become references in the sector for risk management best practices. www.planetfinancegroup.org

Swisscontact

The East Africa microleasing project is focused on replicating an innovative social enterprise which aims to provide full finance leasing for the acquisition of business assets to those at the base of the income pyramid, especially the rural small-scale farmers. The South Africa Financial Access and Youth Entrepreneurship program promotes entrepreneurship and creates opportunities for income generation among youth in townships. www.swisscontact.ch

Women's World Banking

The Making Financial Products & Services Work for Women & Girls project contributes to women-focused research, product innovation and the dissemination of lessons learned, which will inform and activate the development and delivery of financial products and services that meet the needs of low-income women and girls around the world. www.swwb.org

You can find out more about this topic in the Corporate Responsibility Report (pages 26–31) and at: www.credit-suisse.com/responsibility/focusthemes

Selected Figures for 2011



8,600

local employees
trained



481,478

electronic transactions
made



1,900,000

of the world's poorest people
benefited as a result of improved
microfinance services

A Helping Hand to Create New Homes

Credit Suisse employees invested their time and energy in building or renovating homes for low-income families around the world in 2011. Their volunteer efforts were organized in conjunction with our global partner Habitat for Humanity.

Mixing concrete, laying bricks and painting walls – beads of sweat run down the faces of the volunteer builders but all are focused intently on the task in hand and are in good spirits. Most of the helpers are Credit Suisse employees from Russia but they are also joined by colleagues from Switzerland, the UK and Kazakhstan to construct homes for two families in Yerevan (Armenia). “In two days, the team did 15 times as much work as we could have afforded to pay for,” says Nahapet Davtyan, one of the two homeowners, as he points to the newly insulated loft of his house that can now be used as living space. Together with his wife Gayaneh and their children Khachik and Tatevik, aged 14 and 10, as well as his brother’s large family, they had previously lived in a single room in the house – the only one fit for habitation.

Making Houses Habitable

“In Armenia, there is a very large number of unfinished or old houses that need to be renovated,” states Paul Butler, Country Coordinator of Habitat UK. “In view of the difficult economic climate, many people simply cannot afford to pay for professional builders or building materials.” His colleague Seda Arzumanyan explains: “During the Soviet era, a lot of house-building programs were started. After the Soviet Union collapsed, the houses were never completed. Habitat for Humanity is now helping to make these structures – some of which are just shells – fit for habitation to help numerous families faced with hardship.”

Credit Suisse and Habitat for Humanity

Credit Suisse and Habitat for Humanity entered into an international partnership in 2009. Our employees have since been participating in projects around the world to construct homes for low-income families. As part of our cooperation, Credit Suisse also provides funding to meet the costs of building materials. In 2011, 1,122 volunteers spent a total of 13,985 hours building new homes or renovating houses that are unfinished or in need of repair at 23 locations around the world.

Further information on this topic is available in the Corporate Responsibility Report (page 26–31) and at: www.credit-suisse/responsibility/focusthemes

Repairing Damaged Homes

In addition to the volunteers’ work in Armenia in June 2011, Habitat organized further projects in Credit Suisse’s other regions: In Asia Pacific, volunteers traveled to Batam in Indonesia to assist the reconstruction efforts following the devastating earthquake, and a team from Hong Kong restored the traditional wood homes of five families in Tai O on Lantau Island near Hong Kong. “With its houses built on stilts in the water, Tai O is known as the Venice of the East,” states Julia Chan, a Credit Suisse employee from Hong Kong. “It also has the last houses to have been built according to the traditional Chinese style of architecture. The problem is that these buildings on stilts are unable to withstand the storms and landslides that often affect the area. And since the families don’t have much money, they cannot usually repair their damaged homes. This is why we are helping with the rebuilding process in Tai O.”

In South Africa, 26 employees joined forces with young people from the local community in June 2011 and spent five days building a house in a township 45 kilometers outside Johannesburg for a family of three generations that previously lived in a shack with a roof that provided limited shelter from the rain.

Building Team Spirit

Romania is another country in which a team from Switzerland lent a helping hand: “In mid-September 2011, 17 volunteers worked on the interiors of four houses,” states Martin Koblet, the Project Coordinator for Corporate Volunteering in Eastern Europe at Credit Suisse. Several of the volunteers visited one of the families in their home before starting work. Once again, several generations could be found living under the same roof in a tiny apartment. After seeing the hardship they faced, the volunteers were eager to improve conditions for the family as quickly as possible. “I was especially impressed by the team spirit that developed among everyone who was helping out,” recalled Lars Häfner, one of the volunteers from Switzerland. He added: “Everyone showed a lot of initiative and we quickly got to grips with the work that needed doing. By working together to benefit others, we soon formed a highly efficient team.”



Credit Suisse employees lend a hand building and renovating homes for families in Armenia (above) and Tai O, Lantau (right).



Traditional homes on stilts in Tai O, Lantau.



To watch a video report on volunteering in Armenia, scan the QR code or refer to the Responsibility Chronicle.

www.credit-suisse.com/chronicle

Employee Engagement

Many of our employees volunteer their time and expertise to help good causes – not only adding value to our financial contributions but also helping our employees to develop their interpersonal skills and team spirit in the process. We also offer each employee the opportunity to dedicate an entire working day on full pay to charity work as part of our support for social initiatives.

In addition to our two global volunteering programs, which we continued in 2011 in conjunction with our partners Junior Achievement Worldwide and Habitat for Humanity International, we work with selected organizations in all our regions to coordinate employee volunteering.

In 2011, we continued to concentrate on volunteering programs that promote the transfer of

skills and knowledge between our people and non-profit organizations. An important milestone was the expansion of the Global Citizens Program (GCP), which was launched in 2010. The GCP provides opportunities for qualified employees to go on assignment in-country and use their professional skills to build the capacity of our partner organizations working in the areas of education and microfinance.

In 2011, the number of participants increased from 18 to 31. Last year, 26 Credit Suisse volunteers were sent to 14 countries to complete assignments with our six education partners.

The volunteers performed a broad range of tasks from developing a marketing strategy and materials to strengthening HR or financial management systems. Five of our employees were deployed with four of our microfinance

partner organizations in four countries for a period of up to three months. Assignments focused on implementing best practices in areas such as cash and risk management, credit scoring and client research to support our partners in achieving their social and financial goals. We intend to expand the Global Citizens Program in 2012 to enable more of our employees to volunteer their skills and expertise to help ensure that the projects run by our partners deliver lasting benefits.

You can find out more about this topic in the Corporate Responsibility Report (pages 26–31) and at:

www.credit-suisse.com/responsibility/focusthemes

Selected Figures for 2011



17,415

employees participated in projects around the world supported by Credit Suisse



189,000

hours were spent helping others



50

countries in which Credit Suisse employees engaged in volunteering



