

**Sustainability relations management
Towards an NGO strategy for Credit Suisse
Outline**

March 2006

Part A : Sustainability issues and NGOs

1. Sustainability issues for Credit Suisse

1.1 Topics under debate

- 1.1.1 Sustainability
- 1.1.2 Decent employment
- 1.1.3 Diversity
- 1.1.4 Philanthropy
- 1.1.5 Sponsorship
- 1.1.6 Environmental Policy
- 1.1.7 Corporate environmental leadership
- 1.1.8 Environmental management system
- 1.1.9 Employees and the environment
- 1.1.10 Sustainability investments
- 1.1.11 Sustainability and traditional investments
- 1.1.12 Sustainability assessment
- 1.1.13 Material and energy flows
- 1.1.14 Carbon emissions
- 1.1.15 Sustainable supply chains
- 1.1.16 Sustainability reporting
- 1.1.17 Transparency
- 1.1.18 Trust

1.2 Events

1.3 Developments

2. Relevant NGOs for Credit Suisse

2.1 Relevant NGOs issues and topics

- 2.1.1 Major global issues
- 2.1.2 Private sector issues

2.2 Classifying NGOs

2.3 NGOs on the Credit Suisse map

Part B : Strategic engagement with NGOs

3 Assessing NGOs for Credit Suisse relations

4 Guidance for NGO-related decision-making

4.1 Level of NGO contacts (eg, board, policy-making, front-office)

4.2 Place of NGO contacts (eg, central HQ, regional HQs, front-office, project)

4.3 Strategic cooperation/alliances with competitors for NGO engagement

4.4 Strategic cooperation/alliances with other sectors for NGO engagement

4.5 Strategic philanthropic contributions to NGOs

4.6 Strategic project funding to NGOs

4.7 Assessment of opportunities and risks from Credit Suisse staff as board members or individual members of NGOs

5 NGOs, IGOs and other sustainability stakeholders

6 A sustainability relations management programme

6.1 Review and assess existing relations

6.2 Identify gaps based on key issues

6.3 Design policies and procedures

6.4 Board-level commitment

6.5 Coordinate and manage relations

6.6 Evaluate outcomes

7 What is to be done?