

Credit Suisse Bank (Europe), S.A.

Statement of Non-Financial Information (“*SNFI*”) for the fiscal year ended on 31st December 2023

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1. Introduction

This Statement of Non-Financial Information (“SNFI”) forms an integral part of the Director's Report that accompanies the stand-alone statutory accounts of Credit Suisse Bank (Europe), S.A. (hereinafter “CSEB” or “the Entity” or “the Company”) for the fiscal year ended on 31st December 2023.

This report sets out to inform about CSEB's business model, the probable risks that the Entity faces in the short, medium, and long-term, as well as its social, environmental and corporate governance performance during the fiscal year of 2023. It also describes the Entity's approach to environmental, social and employment rights' issues, as well as its commitment to the prevention of bribery and corruption, in line with the standards of the Global Reporting Initiative (“GRI”) and in compliance with Spanish Law 11 enacted on 28 December 2018.

The SNFI also describes the methods used by the Entity to calculate non-financial indicators so that the resulting information is comparable, verifiable, and reliable as regards relevant and material issues. Furthermore, this document has been subject to external verification by an independent auditing firm, PwC, which also audits the Company's financial statements. CSEB has decided to take advantage of the exemption included in article 49.6 of the Commercial Code / 262.5 of the consolidated text of the Corporations' Act as it includes part of its non-financial information in the SNFI of the UBS Group based in Switzerland to which it belongs. This SNFI has been drawn up using partial information, which includes, according to the analysis carried out by the Entity, the complementary information to the UBS Group Sustainability Report 2023¹, required by article 49.6 of the Commercial Code in comparison with that required in article 19 bis 1 and article 29. bis 1 of EU Directive 2014/95.

On the other hand, as regards all those aspects that are not material for the Entity, this report addresses its management approach, but it does not provide detailed information on KPIs or other quantitative indicators as these are not regarded as representative of CSEB's activity. This is the case, for example, of information related with biodiversity, food wastage, noise and light pollution.

All the indicators included in this SNFI comply with the principles of comparability, materiality, relevance and reliability. Additionally, the information included is accurate, comparable and verifiable.

Annex 1, “Traceability between Law 11/2018 and GRI”, includes the requirements of Spanish legislation, the GRI standards and the information provided in this SNFI, indicating in which section of this document the attendant information appears.

¹ UBS Group Sustainability Report 2023.

<https://www.ubs.com/content/dam/assets/cc/investor-relations/sustainability-report/2023/sustainability-report-2023.pdf>

2. About the Entity

2.1. Entity profile

Credit Suisse Bank (Europe), S.A. was organised with the name Barclays Pizarro y Recorder, S.A., Sociedad de Valores y Bolsa in a public deed on 27 June 1989 after receiving authorisation from Spain's securities market regulator (the CNMV) on 19 June 1989. On 4 April 1994, the Entity changed its name to BZW, Sociedad de Valores y Bolsa, S.A. and on 10 March 1998 it changed it again to Credit Suisse First Boston, Sociedad de Valores y Bolsa, S.A. On 30 April 2003, a further change of name was approved, in accordance with Royal Decree 867/2001 of 20 July on investment firms, to Credit Suisse First Boston, Sociedad de Valores, S.A., and changed its name to Credit Suisse Securities, Sociedad de Valores, S.A. as of 17 January 2006. On 1 August 2021 the Entity was transformed into a credit institution and its name was changed to Credit Suisse Bank (Europe), S.A.

During 1997, BZW, Sociedad de Valores y Bolsa, S.A. absorbed, as a result of a merger process, the companies BZW Gestión, S.A., S.G.C. and BZW Holding, S.A. On 27 February 1999 Barclays Bank Plc sold all of the shares of the Entity to Credit Suisse First Boston (UK) Investment Holding.

On 12 March 2012, the merger through absorption of Credit Suisse Securities, S.V., S.A.U. (Absorbing Company) and Credit Suisse (España), S.A. (Absorbed company) was notarised, as the Absorbed company acquired all the shares of the Absorbing Company for the sum of 13,072 thousand euros, under a purchase and sale agreement signed on the same date.

On effective date 1st March 2020, the Entity, as transferee, along with Credit Suisse International ("CSI"), Credit Suisse Securities (Europe) Limited ("CSSEL") (both as "transferors"), Credit Suisse AG and Credit Suisse Services AG signed the "Business Transfer Agreement ("BTA"), in which the transferors agree to, on one hand, sell part of their business and, on the other hand, agree to the contribution of their Branches' businesses to the Entity.

On 1st June 2021, the Entity received from the European Central Bank authorisation for its request (dated 10 July 2020) for transformation into a Credit institution in accordance with the stipulations of Regulation (EU) no. 1024/2013 issued by the Council on 15 October 2013, Law 10 enacted on 26 June 2014 regarding the organisation, supervision and solvency of credit institutions and Royal Decree 84 enacted on 13 February 2015 which implements the previous law. On 21 June 2021, said authorisation was notarised (henceforth, the "Authorisation").

Accordingly, the following decisions were taken by the Sole Shareholder:

- (i) To transform the Entity into a credit institution under the terms set out in the Authorisation.
- (ii) To increase the share capital of the Entity to 18,000 thousand euros through the issue of 12,723,656 shares at an issue price of 1 euro each, being charged to the voluntary reserves of the Entity.

(iii) To amend and redraft the articles of the articles of association of the Entity, insofar as they form part of the Authorisation.

(iv) To change the business name of the Entity to Credit Suisse Bank (Europe), S.A.

The aforementioned decisions take effect on 1 August 2021, the date as from when the Entity was registered with the Registrar of Companies and on the Special Register of Credit institutions of the Bank of Spain under code 0243.

On 27 October 2022, Credit Suisse Group announced further developments for the ongoing strategic review to create a simpler, more focused and more stable bank built around client needs.

During Q1 2023 the financial stability of CS AG and CSG reached a critical point which resulted in an agreement to merge between Credit Suisse and UBS. On June 12, 2023, the acquisition of Credit Suisse Group by UBS Group was completed, through the acquisition of all Credit Suisse Group AG shares by UBS Group AG in exchange for shares of UBS Group AG.

The merger of Credit Suisse AG, the only shareholder of the Company, with UBS AG, under which UBS AG will absorb Credit Suisse AG, which will cease to exist, will be a key step in the integration process. The completion of this “Parent Bank Merger” is subject to regulatory authorizations and is scheduled to take place at the end of the second quarter of 2024. Following the merger of Credit Suisse AG with UBS AG, the activities of Credit Suisse AG will be transferred to UBS AG.

The registered office of the Entity is at c/ Ayala no. 42, Madrid.

The Sole Shareholder of the Entity which holds 100% of its share capital is Credit Suisse AG. The Entity forms part of the UBS Group, whose parent company is UBS Group, A.G. (The 2023 consolidated annual accounts have been drawn up on 28 March 2024).

At the time of the Annual Accounts, the Bank’s parent company, Credit Suisse AG, is in the process of merging with UBS AG, which is part of the UBS Group and domiciled in Zurich, Switzerland.

The Entity’s activity should be assumed to have been carried out in the context of the global strategy of the Credit Suisse Group and the UBS Group, undertaking a relevant part of its activity with entities forming part of said Groups. In this regard, the relations existing between the Entity and the other entities of the Credit Suisse and UBS Groups sometimes give rise to transactions being carried out which follow a global strategy of the Groups.

2.2. Business model and strategy

CSEB was set as the European hub to provide the Investment Banking needs of Credit Suisse clients in Europe.

CSEB encompasses the geographic areas of Spain, France, Italy, the Netherlands and Sweden and its business model is aligned with business model of the Group, as presented in the Group Sustainability Report 2023.

The exclusive activity programme of the Entity is the carrying out of those activities permitted to credit institutions. Accordingly, the Entity may render the following services:

- a) The carrying out of all kinds of activities, operations, acts, agreements and services specific to the activities of a credit institution and the banking and financial business, in general, or which are directly or indirectly related with it, or complementary thereunto, provided that their carrying out by a credit institution is permitted or not prohibited by the legislation in force, specifically including all those activities contained in the Annex to Law 10/2014 on the organisation, supervision and solvency of credit institutions;
- b) The acquisition, tenure, enjoyment and disposal of all kinds of securities. The Entity may carry out the activities which form part of the corporate purpose of the Entity, wholly or partially, indirectly, in any of the forms admissible by Law and, in particular, through ownership of shares or stakes in any company, entity or firm, within the limits of the legislation in force.

Since March 2023, the Entity's business volumes were reduced due to the uncertainty of the CS-UBS merger. Since September 22, 2023, following the clarification of the UBS Group's strategy on Investment Banking, the Entity has significantly reduced its business volume, as UBS is focusing on consolidating the new Investment Banking activity of clients through the legal entities of UBS.

2.3. Corporate policy

As detailed in the UBS Group Sustainability Report 2023, the objective is "to generate value for our shareholders and clients by driving sustainable long-term structural growth, as well as capital returns".

CSEB adheres to a series of group corporate policies and procedures that contribute to risk management, inter alia, the Code of Conduct and Ethics, the Supplier Code of Conduct and the Equal Employment Opportunities and Dignity at Work Policy, all of which are mentioned during the course of this document.

The strategy of CSEB involves a materiality assessment, as described in the Sustainability Report 2023, in the Appendix 3, page 125. During 2023, Credit Suisse maintained the climate-related materiality matrix that was developed as part of its Risk Identification and Assessment Framework. This matrix classifies climate-related risks by analysing potential financial and non-

financial impacts, providing an indication of how they could affect the business. During 2024, Credit Suisse's approach to assessing climate risk materiality will be reviewed with the aim of applying a consistent approach across the UBS Group.

CSEB carries out a supplementary materiality analysis to that of the Group, taking into account GRI standards. Both for those topics deemed to be material and for those regarded as immaterial owing to the nature of the Company's activities, they can be observed in Annex I to this report.

2.4. Risk Management

Credit Suisse Bank (Europe), S.A ("CSEB" or "the Entity"), has implemented a 3 Lines of Defence risk model, where the 1st Line of Defence consists of functions that manage the risk gateway into the bank, responsible for identification, measurement, management, and reporting of risks they generate.

The 2nd Line of Defence consists of independent risk management and compliance control functions which are responsible for establishing and monitoring the risk management framework and associated control standards, and providing independent challenge over activities, processes and controls carried out by the 1st Line of Defence.

The 3rd Line of Defence provides independent assurance to the Board and senior management about the adequacy of the overall risk and control framework. The Entity Risk Management unit (CSEB Chief Risk Officer (CRO) and their team) is part of the 2nd Line of Defence and is responsible for risk control within CSEB as mandated by both the CSEB Board of Directors and the Group CRO (CS Group until 12 June 2023, UBS Group onwards).

The CSEB CRO organization is based mostly in Madrid. The CSEB CRO reports into the CSEB Board Risk Committee and functionally into the CS AG CRO organization via the CS AG EMEA CRO to ensure appropriate segregation of the line of defence. The CSEB CRO is a member of the Executive committee of CSEB and he chairs the CSEB Risk Management Committee. Functional Executives of the CSEB CRO team are based in Madrid and are senior experts in their field of expertise (e.g., Credit risk, Liquidity Risk, Operational risk, Market Risk etc). CSEB risks are controlled under a CSEB specific risk management framework owned by the CSEB BoD through the CSEB Board / Risk Committee and monitored by the CSEB CRO and their team.

As of end of 2023, the key risks identified for CSEB are, firstly Credit Risk, where CSEB is exposed to various credit risks inclusive of counterparty credit risk exposure on over the counter ("OTC") derivatives and exposures to Central Clearing Houses of which CSEB is a member.

Another key risk is Operational risk which is an inherent risk for credit institutions. CSEB as a firm engages in sophisticated and complex activities, relying on outsourced services provided by CS AG and third-party providers, operational risk remains a key focus for CSEB and is actively controlled by the risk framework rolled out and monitored by the CSEB CRO team. Other risks are present in the Entity yet with lower degree of materiality in particular as OTC derivatives and

securities trading are performed on a back-to-back and pass-through basis. The other risks are also controlled by specific risk frameworks and risk monitoring tools rolled out to CSEB (and enforced under the authority of the CSEB CRO).

As of end of 2023 the CSEB CRO monitors other less material risks for CSEB such as market risk, where CSEB controls the composition of its portfolio and the potential market losses to be incurred from repricing of asset and or market variables which again is controlled by a CSEB market risk framework monitored daily by Madrid-based CSEB CRO executives; Model Risk, which is the risk of adverse consequences from decisions based on incorrect or misused model outputs and reports; and Reputational risk as we seek to avoid any transaction or service that could damage the reputation of CSEB, CS Group, UBS Group or any affiliates of UBS Group.

Environmental and Social Risks and their assessment methodology are explained in the 2023 Sustainability Report, taking into account their impact on customers. Environmental and social risks are accounted for in the CSEB Risk Identification and Assessment Framework and the outcome of this assessment is described in the CSEB ICAAP. CSEB Controls in the form of risk flags are in place against the climate sensitive industries.

3. Environmental

UBS Group is committed to environmentally responsible business management. The UBS Group Sustainability Report 2023 details the initiatives developed globally for environmental management.

During 2023, in CSEB the resources dedicated to the prevention of environmental risks and the provisions and guarantees for environmental risks in CSEB CRO are detailed in the table below.

Resources dedicated to the prevention of environmental risks (in terms of headcount)	CSEB's CRO Credit teams has a credit risk officer who mainly covers corporate clients as well as ESG-related areas, in particular, she is in charge of the entity's risk appetite in ESG terms and the definition of the climate risk management framework .
Provisions and guarantees for environmental risks (in euros "EUR")	In light of the nature of its operations, CSEB does not maintain specific insurance coverage for environmental risks.

3.1. Atmospheric, acoustic, and light pollution

UBS Group reports in the Sustainability Report 2023 its global approach to waste management and the strategy developed to reduce emissions.

In addition, given CSEB's main activity, emissions of Nitrogen Oxide (NOx), Sulphur Oxide (SOx) and other significant emissions that deplete the ozone layer are not considered material.

3.2. Circular economy and waste prevention and management

Circular economy and waste management

For CSEB, given the nature of its main activity, recycled inputs and reused products are not considered material.

Actions to combat food wastage

Food wastage is not regarded as a material issue given the Entity's activities.

3.3. Sustainable use of resources

Water consumption and management

Management of water as a shared resource and metrics related with global water consumption are set out in the UBS Group Sustainability Report 2023.

Consumption of raw materials and the measures adopted to improve the efficiency of their use

The UBS Group Sustainability Report 2023 details the consumption of raw materials in 2023 as well as the measures adopted to improve the efficiency of their use.

Energy consumption

Energy consumption is one of the most significant environmental impacts in the Group's operations and it thus represents one of the focal points of effort.

The UBS Group Sustainability Report 2023 details the energy consumption for 2023 as well as the evolution in recent years.

3.4. Climate change

The UBS Group Sustainability Report 2023 details Credit Suisse's approach to managing emissions globally. Information on Scope 1, 2 and 3 GHG emissions can also be found in this report.

The transition to the UBS Sustainability and Climate risk framework at Group level is progressing at pace. As of year-end 2023, at Group level, the governance, risk appetite and risk policies for Sustainability and Climate risk have been transitioned to UBS.

The UBS Sustainability and Climate Risk (SCR) team continues developing, evolving, and embedding a consistent approach to governance, risk management, scenario analysis and disclosure across UBS Group and its legal entities inclusive of CSEB. This includes compliance with regulatory requirements across the jurisdictions within which UBS Group operates (e.g. CSEB).

As of January 2024, the new UBS Sustainability and Climate Risk Policy (1-P-004081), which includes the combined risk appetite approved by the Group Executive Board (“GEB”) on 4th December 2023, came into force. Key revisions include:

- the application of UBS standards and operating model to the combined bank.
- the addition of standards for shipping and project finance where UBS did not have a large business footprint, and for certain mining activities where UBS did not have standards.
- the adoption of Equator Principles and Poseidon Principles for project finance and ship finance.

The new policy replaces Credit Suisse’s Global Climate Change Policy (GP-00134), Mining Policy (GP-00055), Oil and Gas Policy (GP-00100), Forestry and Agribusiness Policy (GP-00281) and the Client Energy Transition Framework (CETF) Procedure (PD-20200), which have all been retired. The Sustainable Product Guidelines (Sustainable Lending Guideline, Sustainable Bond Guideline and GHG Emissions Trading Guideline) were also revised and published, and the Sustainable Finance Red Line was decommissioned before year end. The CSEB Risk Appetite Statement will be revised in June 2024 in line with the new UBS Sustainability and Climate Risk Policy (1-P-004081).

In order to mitigate emissions from CSEB portfolio, CSEB approved in June 2023 the latest calibration of the Risk Appetite Statement, which includes a specific section related to Sustainability (including Climate Risk) which constrain the financing of companies with a significant carbon footprint. The document sets out the local quantitative and qualitative constraints to continue progressively reducing financing of companies whose income might be generated from the generation of energy from fossil sources and the extraction of fossil sources themselves.

The Risk Appetite Statement has sector-specific policies and guidelines which explicitly describe which activities are outside of the bank’s sustainability risk appetite.

The Risk Appetite Statement also defines quantitative operating limits, for example, monitoring the exposure of CSEB to climate sensitive industries, being tracked and monitored in the Credit Risk Appetite Framework.

3.5. Biodiversity protection

Given the nature of the Entity's core business activity, biodiversity, including impacts caused by the Entity's activities or operations in protected areas, is not a material issue for the Entity.

4. Human Resources

4.1. Employment aspects

The tables below contain an overview of the diversity of CSEB employees in 2023 and 2022. Monetary values are denominated in EUR.

Total number and distribution of employees by gender, age, country and professional category:

Employees by gender	31 December 2023		31 December 2022	
Gender	Number of employees	% over total	Number of employees	% over total
Women	70	30,30%	107	30,23%
Men	161	69,70%	247	69,77%
Grand Total	231	100,00%	354	100,00%

Employees by age	31 December 2023		31 December 2022	
Age (years)	Number of employees	% over total	Number of employees	% over total
<30	48	20,78%	95	26,84%
>=30, <50	131	56,71%	206	58,19%
>=50	52	22,51%	53	14,97%
Grand Total	231	100,00%	354	100,00%

Employees by country	31 December 2023		31 December 2022	
Country	Number of employees	% over total	Number of employees	% over total
France	86	37,23%	121	34,18%
Italy	39	16,88%	56	15,82%
The Netherlands	4	1,73%	11	3,11%
Spain	100	43,29%	162	45,76%
Sweden	2	0,87%	4	1,13%
Grand Total	231	100,00%	354	100,00%

Employees by professional category	31 December 2023		31 December 2022	
Professional category	Number of employees	% over total	Number of employees	% over total
Administrative staff	21	9,09%	35	9,89%
Executives	87	37,66%	114	32,20%
Skilled staff	123	53,25%	205	57,91%
Grand Total	231	100,00%	354	100,00%

The total number of CSEB employees has been reduced from 354 employees as of 31 December 2022 to 231 employees at the end of 2023 (35% headcount reduction). This reduction is due to a total of 33 employees who have been dismissed during 2023 (mainly as part of the restructuring process associated with the Comprehensive Strategic Review explained in Note 1 of the statutory accounts), as well as a total of 90 employees who have voluntarily resigned.

Total number and distribution of employees by types of employment contracts:

Employees by type of employment contract	31 December 2023		31 December 2022	
	Type of employment contract	Number of employees	% over total	Number of employees
Permanent	230	99.57%	354	100.00%
Temporary	1	0.43%	0	0.00%
Total	231	100.00%	354	100.00%
Full-time	227	98.27%	348	98.31%
Part-time	4	1.73%	6	1.69%
Total	231	100.00%	354	100.00%

Annual average of permanent contracts, temporary contracts and part-time contracts by gender, age and professional classification:

Average number of employees by contract type and gender					
Type of contract	Gender	Average number of employees 31 December 2023		Average number of employees 31 December 2022	
		Men	Women	Men	Women
Permanent		209	87	259	104
Temporary		0	0	1	0
Total		209	87	260	104
Full-time		209	83	259	98
Part-time		0	4	1	6
Total		209	87	260	104

Average number of employees by contract type and age							
Type of contract	Age (years)	Average number of employees Fiscal year 2023			Average number of employees Fiscal year 2022		
		<30	>=30, <50	>=50	<30	>=30, <50	>=50
Permanent		67	172	57	94	213	56
Temporary		0	0	0	0	0	1
Total		67	172	57	94	213	57
Full-time		67	169	56	94	209	54
Part-time		0	3	1	0	4	3
Total		67	172	57	94	213	57

Average number of employees by contract type and professional category						
Category	Average number of employees Fiscal year 2023			Average number of employees Fiscal year 2022		
Type of contract	Administrative staff	Executives	Skilled staff	Administrative staff	Executives	Skilled staff
Permanent	26	109	161	36	123	204
Temporary	0	0	0	0	0	1
Total	26	109	161	36	123	204
Full-time	23	109	160	31	122	204
Part-time	3	0	1	6	1	0
Total	26	109	161	36	123	204

Number of dismissals by gender, age and professional category:

Dismissals by gender		
Gender	Number of dismissals Fiscal year 2023	Number of dismissals Fiscal year 2022
Women	9	3
Men	24	22
Total	33	25

Dismissals by age		
Age (years)	Number of dismissals Fiscal year 2023	Number of dismissals Fiscal year 2022
Up to 30	9	6
Between 30-50	20	15
More than 50	4	4
Total	33	25

Dismissals by professional category		
Professional category	Number of dismissals Fiscal year 2023	Number of dismissals Fiscal year 2022
Administrative staff	0	0
Executive	21	16
Skilled staff	12	9
Total	33	25

Average remuneration broken down by gender, age and professional category:

Average remuneration by gender		
Gender	Average remuneration in € Fiscal year 2023	Average remuneration in € Fiscal year 2022
Women	132,099	144,847
Men	294,402	284,906

Average remuneration by age (in years)		
Age (years)	Average remuneration in € Fiscal year 2023	Average remuneration in € Fiscal year 2022
Up to 30	130,060	110,364
Between 30-50	273,867	272,020
More than 50	297,350	354,548

Average remuneration by professional category		
Professional category	Average remuneration in € Fiscal year 2023	Average remuneration in € Fiscal year 2022
Administrative staff	48,334	50,704
Executive	438,571	494,649
Skilled staff	142,073	136,215

Wage gap:

Average wage gap by professional category and total average wage gap		
Professional category	(Average wages men – Average Wages women)/ Average wages men (%) Fiscal year 2023	(Average wages men – Average Wages women)/ Average wages men (%) Fiscal year 2022
Administrative staff	3.10%	-13.49%
Executive	32.36%	27.76%
Skilled staff	33.61%	25.39%
Total (company level)	55.13%	49.28%

Average remuneration of directors and executives broken down by gender:

Average remuneration of Directors (Board) and Executives by gender		
Gender	Average remuneration in € Fiscal year 2023	Average remuneration in € Fiscal year 2022
Men	375,485	384,273
Women	553,368	386,435

The increase of 43% in the average remuneration of women during 2023, is mainly due to the increase in variable remuneration for the year.

Average remuneration of Board members by gender		
Gender	Average remuneration in € Fiscal year 2023	Average remuneration in € Fiscal year 2022
Men	239,281	252,805
Women	182,500	140,613

The increase of 30% in the average remuneration of women during 2023, is driven by a variance of Board Members compared with the previous year.

Implementation of employment disconnection policies

Credit Suisse Bank (Europe) guarantees its employees the “right to work disconnection”, in accordance with Labor Law 8/2019; this right is established as a procedure to ensure that breaks, vacations, or absences of workers are respected, as well as their personal life outside of working hours. This right is also reflected in the specific collective agreements in force in France and Italy.

Employees with disabilities

Number of employees with disabilities in 2023	Number of employees with disabilities in 2022
1	1

4.2. Work organisation and flexibility policies

Organisation of working time

CSEB has adhered to the different agreements of the Bank, in which the working hours are established in line with regional regulations and sector practices, depending on the country:

- Spain is part of the Collective Agreement on Banking for Spain;
- France is part of the French Bank Collective Agreement (*Convention Collective de la Banque*);

- Italy is a party to the Collective Agreement of Credential, Financial and Instrumental Companies (*Contratto Collettivo Nazionale Di Lavoro Per I Quadri Direttivi E Per Il Personale Delle Aree Professionali Dipendenti Dalle Imprese Creditizie, Finanziarie E Strumentali*).

Number of hours of absenteeism

Number of hours of absenteeism in 2023	Number of hours of absenteeism in 2022
4,280	4.264

Absenteeism covers hours for non-allowed absences, hours for sick leave due to work-related accidents, with and without sick leave, and hours for absences due to common illness, with and without sick leave.

Measures aimed at promoting the work-life balance

CSEB has a series of policies designed to promote work-life balance, depending on the location:

- Spain has the Collective Agreement of Banking of Spain, which, in Article 57 of Chapter X, states the right of the worker to request adaptations of working hours and the form of work provision, including working from home, as well as equality between men and women in the enjoyment of this right
- France has a collective agreement specific to the Entity (*Accord Collectif relatif aux Conges Maternité, Paternité, et Adoption*) for issues of work-life balance, including benefits such as paternity and maternity leave, during which the usual remuneration is maintained throughout its duration. It also includes the right to take the leave in case of adoption, with the conditions dependent on each case.
- Italy has the legislative decree of June 30, 2022, No. 105, which includes work-life balance measures such as paternity and maternity leave or adoption.

4.3. Occupational hygiene and safety

Occupational accidents, in particular their frequency and severity, broken down by gender.

During 2023	Total	Men	Women
Number of Accidents	0	0	0
Frequency rate	0	0	0
Severity rate(*)	0	0	0
Occupational diseases	0	0	0

During 2022	Total	Men	Women
Number of Accidents	1	0	1
Frequency rate	0	0	0
Severity rate(*)	0.01	0	0.03
Occupational diseases	0	0	0

(*) *Number of working days lost due to accidents with sick leave/Number of hours worked*1,000.*

The UBS Group Sustainability Report 2023 details the Group's strategy regarding the Health and Workers' Safety, as well as the measures implemented to continue maintaining a culture of employee support.

4.4. Employment relationships

The percentage of employees covered by the collective agreement for each of the CSEB locations is as detailed in the table below:

	Employees (%)	
Country	31.12.2023	31.12.2022
France	100%	100%
Italy	100%	100%
The Netherlands	0%	0%
Spain	100%	100%
Sweden	100%	0%
Grand total	97.40%	95.76%

CSEB has mechanisms and procedures to promote the involvement of workers in the management of the company. Specifically, the European Works Council (EWC), which is available for the geographies of Spain, France and Italy, seeks to improve communication and consultation processes of employees, thus favoring a constructive dialog and the participation of workers in the strategic development of the Company.

In the field of health and safety, CSEB adheres to a global employee assistance program ("Employee Assistance Program"), which includes the section on health and safety. In addition, the different geographies that make up CSEB have local policies or procedures that apply to

workers in these regions, in addition to the health and safety clauses included in the Collective Agreements applicable to CSEB.

In the case of Spain, workers have the possibility to undergo a medical review annually free of charge for the employee, also establishing the commitment of the company to reduce all possible risks of work in terms of safety and health.

4.5. Employee training

Total number of training hours by professional category:

Professional category	Training hours in 2023	Training hours in 2022
Administrative staff	236	481
Executives	1,579	2,383
Skilled staff	1,790	4,135

The decrease in training hours during 2023, compared with the previous year, is consequence of the decrease in number of employees, previously mentioned in this report.

CSEB has a training policy, as reflected in the “Training Policy 2023”.

4.6. Respect for diversity and equal opportunities

The global policy on diversity and equal opportunity is detailed in the UBS Group 2023 Sustainability Report.

5. Human Rights

As included in the UBS Group Sustainability Report 2023, the Group recognizes its responsibilities in accordance with the International Bill of Human Rights, the corresponding principles on human and labour rights set out in the UN Global Compact, as well as the eight fundamental conventions of the International Labour Organization. Our respective approach is informed by the UN “Protect, Respect and Remedy” framework and the UN Guiding Principles on Business and Human Rights.

We consider human rights issues as part of our responsibilities as an employer, our investments and financing, and as part of our procurement of goods and services.

We have well established and regularly reviewed human resources policies and practices that address issues such as employment, diversity, equal opportunity, and non-discrimination. Such

policies also tackle human rights issues, as do policies relating to health and safety practices. Our policies can be summarized on the below points:

- **Prevention of slavery and human trafficking, including child labor:** The Slavery and Human Trafficking Transparency Statement (applicable to the respective legal entities included in the scope of application) sets out the measures taken to prevent the occurrence of modern slavery and human trafficking in our business operations and on our supply chain.
- **Training in human rights policies and procedures:** Based on our global policy for Equal Employment Opportunity and Dignity at Work, our mandatory “Working with Respect” training course still serves as the starting point for all employees, and we have implemented a new learning module on microaggressions as part of this course in 2023.
- **Discrimination:** The UBS Group Sustainability Report 2023 details the approach and policies for managing discrimination in employment and occupation.

Complaints channels

The main complaints channel is the Integrity Line which is available at the Entity's website or by phone. It is a public access channel, and it allows you to create complaints wholly anonymously, as well as to maintain two-way communication between the bank and those who report a case, always maintaining the latter's anonymity.

At CSEB, no cases of discrimination or violation of human rights have been recorded in the fiscal year of 2023, nor in fiscal year 2022.

6. Ethics and integrity

UBS Group is committed to the highest standards of ethics and integrity in its business activities. To guarantee professional integrity, the Group has a Code of Conduct which determines the standards that the employees must comply with.

As explained in the UBS Group Sustainability Report 2023, the Code of Conduct clearly states that it is the responsibility of all employees to be familiar with its compliance requirements and that the bank, in turn, has an obligation to help employees understand the applicable rules.

Complaint mechanisms and scalability of irregularities

As detailed in the UBS Group Sustainability Report 2023, the Group has a global whistleblowing framework that ensures independence, confidentiality and thorough investigative processes as an essential component of the good corporate governance of the Group.

Furthermore, Credit Suisse's main complaints channel is the Integrity Line, which is available at its website or by phone. It is a public access channel, and it allows you to create complaints wholly

anonymously, as well as to maintain two-way communication between the bank and those who report a case, always maintaining the latter's anonymity.

In CSEB, no cases of corruption were recorded in the fiscal year of 2023, nor in fiscal year 2022.

6.1. Prevention of bribery and corruption

UBS Group does not tolerate any form of bribery or corruption. As detailed in UBS Group Sustainability Report 2023, the UBS Code of Conduct and Ethics commits all UBS employees to do whatever they can to combat money laundering, fraud, corruption and terrorist financing.

6.2. Money laundering

The UBS Group complies with applicable laws and regulations and is committed to meeting industry standards regarding the effective prevention of money laundering and financing of terrorism. The policy is addressed in more detail in the UBS Group Sustainability Report 2023.

CONTRIBUTIONS TO FOUNDATIONS

Contributions to non-profit making entities and foundations in 2023 (€)	Contributions to non-profit making entities and foundations in 2022 (€)
31,568	37,657

7. Society

7.1. Commitment to sustainable development

The UBS Group Sustainability Report 2023 details the Group's commitment to sustainable development globally, as well as relationships with stakeholders and the association and sponsorship actions carried out during 2023.

Partnership or sponsorship actions

Additionally, CSEB is associated with the Asociación para la Atención de Personas con Discapacidad Intelectual Ligera e Inteliganeica Límite, ADISLI, collaborating with it through training projects to improve the employability of people with intellectual disabilities.

7.2. Subcontractors and suppliers

	Fiscal year 2023
Number of audits performed on suppliers	5

All supplier audit and supervision processes carried out in 2023 have been successfully completed. In addition, it is the first year in which CSEB reports this indicator, so no comparative information is presented with respect to 2022.

7.3. Customers

CSEB's policies with consumers are summarized below:

- **Measures for consumer health and safety:** As regards CSEB's direct customers, given the Entity's main activity, this section is not considered material.
- **Complaints systems, complaints received and their resolution:** In addition to the claims handling processes laid down by local normative requirements, our goal is to ensure that claims are handled and reported correctly, as this is essential to fulfilling our commitment to our customers (including prospective and past customers). We strive to respond to complaints promptly and in a manner that meets our standards of integrity, fair dealing, and independence.

In Spain, CSEB is subject to the Customer Protection Regulations of the Group in Spain. Additionally, none of CSEB's clients are considered a consumer or user for the purposes of Royal Legislative Decree 1/2007, of November 16, 2018, approving the revised text of the General Law for the Defense of Consumers and Users and other complementary laws.

Customers may file a complaint by writing (letter, email or Bloomberg chat) or by phone. Complaints/claims once submitted by the customer are received and registered by an employee, who receives and documents them in an internal sharepoint for its resolution.

During the financial years of 2023 and 2022 the CSEB Customer Service Department received the following customer complaints:

Number of claims/complaints received in 2023	Number of claims/complaints received in 2022
0	0

7.4. Tax information

Profits obtained country by country

Profit (losses) before taxes obtained country by country		
Country	Profit / (loss) before taxes in thousand euros in 2023	Profit / (loss) before taxes in thousand euros in 2022
France	14,492	19,511
Italy	4,421	10,713
The Netherlands	801	409
Spain	(120,548)	(27,353)
Sweden	395	372
Grand total	(100,437)	3,652

During 2023, CSEB did not make payments on account of Corporate Income Tax (9,081 thousand euros in 2022).

Public subsidies received

Public subsidies received in 2023	Public subsidies received in 2022
0	0

Annex I: Traceability between Law 11/2018 and GRI

Area	Contents	GRI standards	GRI standards description	Report heading
Business model	A brief description of the group's business model, which will include: 1.) its business environment, 2.) its organization and structure, 3.) the markets in which it operates, 4.) its objectives and strategies, 5.) the main factors and trends that can affect its future evolution.	2-1	Organisational details	2.1 Entity profile 2.2 Business model and strategy
		2-6	Activities, value chain and other business relationships	
Policies	A description of the group's policies on these issues, including: 1.) due diligence procedures applied for the identification, assessment, prevention and mitigation of significant risks and impacts 2.) verification and control procedures, including actions taken.	3-3	Material topics	2.3 Corporate policy
Policy results Key Performance Indicators	The results of these policies should include relevant key non-financial performance indicators that allow: 1.) monitoring and evaluation of progress and 2.) comparability between entities and sectors, in accordance with the national, European or international reference frameworks used for each subject.	3-3	Material topics	2.3 Corporate policy
Short, medium and long term risks	The main risks related to those issues related to the group's activities, including, where relevant and proportionate, its trade relations, products or services that may have a negative impact in those areas; and * how the group manages these risks, * the procedures used to detect and evaluate them according to national, European or international reference frameworks for each subject.	3-3	Material topics	2.4 Risk Management

Area	Contents	GRI standards	GRI standards description	Report heading
	* Information should be included on the impacts that have been detected, providing a breakdown of them, in particular on the main risks in the short, medium and long term.			
Environmental topics	Environment			
		3-3	Material topics	3. Environment
	1.) Detailed information on the current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety, environmental assessment or certification procedures; 2.) Resources dedicated to the prevention of environmental risks; 3.) The application of the precautionary principle, the amount of provisions and guarantees for environmental risks.	201-2	Financial implications and other risks and opportunities due to climate risk	3. Environment (Included in the UBS Group Sustainability Report 2023)
		2-23	Policy commitments	
		308-1	New suppliers that were screened using environmental criteria	
		308-2	Negative environmental impacts in the supply chain and actions taken	
	Pollution			
	Measures to prevent, reduce or repair carbon emissions that seriously affect the environment.	3-3	Material topics	305-5 Reduction of GEI emissions (included in UBS Group Sustainability Report 2023)
	Taking into account any form of air pollution specific to an activity, including noise and light pollution.			3.1 Atmospheric, acoustic and light pollution (Immaterial based on the Entity's activities)
	Circular economy and waste prevention and management			
Circular economy.	3-3	Management of material topics	3.2 Circular economy and waste prevention and management (Immaterial based on the Entity's activities)	
Waste: Prevention measures, recycling, reuse, other forms of recovery and disposal of waste.	3-3	Management of material topics		

Area	Contents	GRI standards	GRI standards description	Report heading
	Actions to combat food waste.	3-3	Management of material topics	
Sustainable use of resources				
	Water consumption and water supply according to local limitations.	3-3	Water and effluents	3.3 Sustainable use of resources (Included in the UBS Group Sustainability Report 2023)
		303-2	Management of water discharge impacts	
		303-3	Water withdrawal	
	Consumption of raw materials and measures taken to improve the efficiency of their use.	3-3	Material topics	
	Direct and indirect energy consumption, measures taken to improve energy efficiency and the use of renewable energies.	3-3	Energy	
		302-1	Energy consumption in the organisation	
		302-2	Energy consumption outside of the organisation	
		302-3	Energy intensity	
		302-4	Reduction of energy consumption	
Climate change				
	The important elements of greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces.	3-3	Emissions	3.4 Climate change (Included in the UBS Group Sustainability Report 2023)
		305-1	Direct (scope 1) GHG emissions	
		305-2	Energy indirect (scope 2) GHG emissions	
		305-3	Other indirect (scope 3) GHG emissions	
	Measures taken to adapt to the consequences of climate change.	3-3	Emissions	3.4 Climate change (Included in the UBS Group Sustainability Report 2023)
	The reduction targets set voluntarily in the medium and long term to reduce greenhouse gas emissions and the means implemented for that purpose.	3-3		
Biodiversity protection				
	Measures taken to preserve or restore biodiversity.	3-3	Biodiversity management	3.5 Biodiversity protection (Immaterial)

Area	Contents	GRI standards	GRI standards description	Report heading
	Impacts caused by activities or operations in protected areas.			based on the Entity's activities)
Social and employment topics	Employment			
	Total number and distribution of employees by gender, age, country and professional category.	3-3	Employment	4.1 Employment aspects
		2-7	Employees	
		405-1	Diversity of governance bodies and employees	
	Total number and distribution of employees by types of employment contracts.	2-7	Employees	
	Annual average of permanent contracts, temporary contracts and part-time contracts by gender, age and professional classification.	2-7		
		405-1	Diversity of governance bodies and employees	
	Number of dismissals by gender, age and professional category.	401-1	New employee hires and employee turnover	
	Average remuneration broken down by gender, age and professional category.	3-3	Employment	
	Wage gap.	3-3	Diversity and equal opportunity	
		405-2	Ratio of basic salary and remuneration of women to men	
	Average remuneration of directors and executives broken down by gender, including variable remuneration, allowances, compensation, payment to long-term savings systems and any other remuneration disaggregated by gender.	3-3	Diversity and equal opportunity	
2-19		Remuneration policies		

Area	Contents	GRI standards	GRI standards description	Report heading
	Implementation of employment disconnection policies.	3-3	Employment	4.1 Employment aspects
	Employees with disabilities.	405-1	Diversity of governance bodies and employees	
Work organization				
	Organization of working time.	3-3	Employment	4.2 Work organisation and flexibility policies
	Number of hours of absenteeism.			
	Measures aimed at promoting the work-life balance and encourage the joint exercise of these by both parents.			
Occupational hygiene and safety				
	Health and safety conditions at work.	3-3	Material topics	4.3 Occupational hygiene and safety (Included in the UBS Group Sustainability Report 2023)
	Occupational accidents, in particular their frequency and severity, broken down by gender.	403-9	Work-related injuries	4.3 Occupational hygiene and safety
		403-10	Work-related ill health	
Employment relationships				
	Organization of social dialog, including procedures for informing, consulting and negotiating with staff.	3-3	Labour/Management relationships	4.4 Employment relationships (Included in the UBS Group Sustainability Report 2023)
	Percentage of employees covered by the collective agreement in each country.	2-30	Collective bargaining agreements	4.4 Employment relationships
	The balance of collective agreements, particularly in the field of health and safety at work.	403-4	Worker participation, consultation, and communication on occupational health and safety	
	Mechanisms and procedures that the company has to promote the involvement of workers in the management of the company in terms of information, consultation and participation.	3-3	Labour/Management relationships	
Training				
	Policies implemented in the field of training.	3-3	Training and education	4.5 Employee training

Area	Contents	GRI standards	GRI standards description	Report heading
	The total number of training hours by professional categories.	404-1	Average hours of training per year per employee	4.5 Employee training
	Universal accessibility for people with disabilities.	3-3	Diversity and equal opportunity	4.6 Respect for diversity and equal opportunities (Included in the UBS Group Sustainability Report 2023)
	Equality			
	Measures taken to promote equal treatment and opportunities between women and men.	3-3	Diversity and equal opportunity	4.6 Respect for diversity and equal opportunities (Included in the UBS Group Sustainability Report 2023)
	The policy against all forms of discrimination and, where appropriate, diversity management.			
	Equality Plans (Chapter III of Organic Law 3/2007, of March 22, for the effective equality of women and men), measures adopted to promote employment, protocols against sexual and sexual harassment, integration and universal accessibility of people with disabilities.			CSEB has no Equality Plan programmed for 2023
	Human rights			
Human Rights	Implementation of human rights due diligence procedures. Prevention of the risks of human rights violations and, where appropriate, measures to mitigate, manage and remedy possible abuses committed.	3-3	Freedom of association and collective bargaining + Child Labour + Forced or compulsory labour + Non discrimination	5. Human Rights (Included in the UBS Group Sustainability Report 2023)
		2-23	Policy commitments	
		2-26	Mechanisms for seeking advice and raising concerns	
	Complaints for cases of violation of human rights.	406-1	Incidents of discrimination and corrective actions taken	5. Human Rights
	Promotion and compliance with the provisions of the fundamental conventions of the International Labour Organization relating to respect for freedom of association and the right to collective bargaining.	407-1	Operations and suppliers in which the right of freedom of association and collective bargaining may be at risk	5. Human Rights (Included in the UBS Group Sustainability Report 2023)
The elimination of discrimination in employment and occupation.	3-3	Non-Discrimination		

Area	Contents	GRI standards	GRI standards description	Report heading
	The abolition of forced or compulsory labor.	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	5. Human Rights (Included in the Credit Suisse Sustainability Report 2023)
	The effective abolition of child labor.	408-1	Operations and suppliers at significant risk for incidents of child labour	
Bribery and corruption	Bribery and corruption			
	Measures taken to prevent corruption and bribery.	3-3	Anti-corruption	6. Ethics and integrity (included in the UBS Group Sustainability Report 2023)
		2-26	Mechanisms for seeking advice and raising concerns	
		2-23	Policy commitments	6.1 Prevention of bribery and corruption (included in the UBS Group Sustainability Report 2023)
		205-2	Communication and training about anti-corruption policies and procedures	
		205-3	Confirmed incidents of corruption and actions taken	
	Measures to combat money laundering.	205-2	Communications and training about anti-corruption policies and procedures	6.2 Money laundering (Included in the UBS Group Sustainability Report 2023)
Contributions to foundations and non-profit organizations.	413-1	Operations with local community engagement, impact assessments, and development programs	6.2 Money laundering	
Society	Commitment to sustainable development			
	The impact of society's activity on employment and local development.	3-3	Local communities + Indirect economic impacts	7.1 Commitment to sustainable development (included in the UBS Group Sustainability Report 2023)
		203-1	Infrastructure investments and services supported	
		203-2	Significant indirect economic impacts	

Area	Contents	GRI standards	GRI standards description	Report heading
		413-1	Operations with local community engagement, impact assessments, and development programs	7.1 Commitment to sustainable development (included in the UBS Group Sustainability Report 2023)
	The impact of society's activity on local populations and on the territory.	203-1	Infrastructure investments and services supported	
		413-1	Operations with local community engagement, impact assessments, and development programs	
	The relations maintained with the actors of the local communities and the modalities of dialog with them.	2-29	Approach to stakeholder engagement	
	Partnership or sponsorship actions.	2-28	Membership associations	7.1 Commitment to sustainable development
Subcontractors and suppliers				
	Inclusion in procurement policy of social, gender equality and environmental issues. Consideration in relations with suppliers and subcontractors of their social and environmental responsibility.	2-6	Activities, value chain and other business relationships	7.2 Subcontractors and suppliers (included in the UBS Group Sustainability Report 2023)
		3-3	Supplier social assessment + Supplier environmental assessment + Procurement practices	
		308-1	New suppliers that were screened using environmental criteria	
		414-1	New suppliers that were screened using social criteria	
	Monitoring systems and audits and results thereof.	3-3	Procurement practices	7.2 Subcontractors and suppliers
Customers				
	Measures for the health and safety of customers.	3-3	Customer health and safety + Marketing and	7.3 Customers (Immaterial based on the Entity's activities)

Area	Contents	GRI standards	GRI standards description	Report heading
	Complaint systems, complaints received and resolution thereof.	3-3	labelling + Customer Privacy	7.3 Customers
		416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	
	Tax information			
	Profits obtained country by country. Tax Expense paid.	207-4	Country-by-country reporting	7.4 Tax information
Public subsidies received.	201-4	Financial assistance received from government		