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About this report

This report is compiled and submitted in accordance with HSBC Bank Canada’s commitment as a federally regulated employer under the Legislated Employment Equity Program. The program ensures organizations meet and, where possible, exceed their obligations under the 1995 Employment Equity Act.

Purpose of the Act

The purpose of this Act is to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfilment of that goal, to correct the conditions of disadvantage in employment experienced by women, Aboriginal peoples, persons with disabilities and members of visible minorities by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences.

Employment equity encourages the establishment of working conditions that are free of barriers, corrects the conditions of disadvantage in employment, and promotes the principle that employment equity requires special measures and the accommodation of differences for four designated groups in Canada.

The Employment Equity Act identifies and defines these four designated groups as:

- Women
- Indigenous peoples – people who are First Nations, Inuit or Métis
- Persons with disabilities\(^1\)
- Visible minorities\(^2\)

This document is submitted as part of HSBC’s annual requirement to provide quantitative and qualitative evidence demonstrating our commitment to employment equity and creating a workplace that is inclusive, mindful and reflects the communities in which we serve, live and operate.

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\(^1\) People with a long-term or recurring physical, mental, sensory, psychiatric or learning impairment who consider themselves to be disadvantaged in employment by reason of that impairment or who believe that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment, as well as individuals with functional limitations due to their impairment that have been accommodated in their current job or workplace.

\(^2\) People, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.
To thrive in today’s complex, interconnected world, we need all of our people to bring their diverse perspectives, experiences and talents to work. It’s the only way we can progress.

Sandra Stuart
President and CEO HSBC Bank Canada
Throughout our history, HSBC has been where the growth is, connecting customers to opportunities, enabling businesses to thrive and economies to prosper, and helping people fulfil their hopes and dreams and realize their ambitions.

HSBC Bank Canada, a subsidiary of HSBC Holdings plc, is the leading international bank in the country. For over 30 years, our ability to bring our global experience and perspective to evolving trends and issues in Canada has been a big benefit to our clients. We help companies and individuals across Canada do business and manage their finances internationally through three global business lines: Commercial Banking, Global Banking and Markets, and Wealth and Personal Banking.

Canada is a priority market for the HSBC Group – one of the world’s largest banking and financial services groups with assets of USD 2,715 billion at December 31, 2019. Linked by advanced technology, HSBC Group serves customers worldwide across 64 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa.

As of December 31, 2019, HSBC Bank Canada employed over 5,7001 people in Canada and had national representation through over 130 branches.

1 Effective 1 January 2019, certain central services were transferred to a separate entity, HSBC Global Services (Canada) Limited (HGCA). Total employee headcount for Canada includes employees from HGCA.
A successful working culture welcomes a wide range of views and opinions. It encourages diversity of thought. A company where people are confident to ask questions and raise ideas is more likely to try new things, find great solutions, adapt and innovate - and do better business as a result.

Birgit Neu
Group Head of Diversity & Inclusion HSBC
Diversity, equity and inclusion: ‘Together we thrive’

Our Commitment

We are committed to enabling a thriving environment where people are valued, respected and supported to fulfil their potential. Our success is built on our ability to attract, develop and retain highly qualified, diverse and talented employees. By leveraging the extraordinary range of ideas, backgrounds, styles and perspectives of our employees to effectively meet the needs of our different stakeholder groups, we can drive better business outcomes for all.

We work hard to build and maintain our inclusive, positive and performance-oriented culture.

In 2019:

- We were named as one of Canada’s Best Diversity Employers.
- Our President and CEO, Sandra Stuart, was recognized as a Catalyst Canada Honours Champion under the Company Leader category.
- We received the Employment Equity Achievement Award by the Government of Canada four years in a row, with this year’s recognition in the Sector Distinction category. Chris Hatton, HSBC Canada’s Chief Operating Officer, was recognized as an Employment Equity Champion for championing inclusiveness in the workplace.
- HSBC Bank Canada was named Canadian HR Team of the Year (Finance or Insurance) by Human Resources Director.
- Globally we ranked as one of the top 100 employers on Stonewall’s Workplace Equality Index, for our commitment to LGBTQ2+ workplace equality and inclusion.
- We were recognized as one of the Best 50 Corporate Citizens in Canada by Corporate Knights.
Our Diversity & Inclusion Strategy

Across HSBC Group, our Diversity and Inclusion (D&I) Strategy is focused on attracting, developing, retaining and deploying a connected and collaborative global workforce that reflects the customers we serve and the communities in which we operate.

**HSBC Group Commitment:** We are committed to enabling a thriving environment where people are valued, respected and supported; where different ideas, backgrounds, styles and perspectives are actively sought out to create business value; and where career advancement is based on objective criteria.

Within **HSBC Canada**, we build inclusion into everything we say and do. In 2019, we assessed our local D&I Strategy against the Global Diversity & Inclusion Benchmarks and expanded our D&I pillars. Our D&I Strategy was refreshed to add Leadership & Accountability to our previous focus areas: Workforce Composition, Cultural Competence and Marketplace Presence, thus providing increased support to our leaders and people managers in building an inclusive workplace.

- **Leadership & accountability:** We will build D&I confidence, behaviours and accountability in our leaders and people managers to help lead and inspire diverse teams as we navigate through constant change.

- **Workforce composition:** We will improve our workforce representation to better align with labour market availability\(^1\) for Aboriginal/Indigenous peoples and persons with disabilities. We are also committed to enhancing diversity overall and to removing barriers to diversity representation, including at the mid and senior levels of the organization, with a focus on the most underrepresented groups.

- **Cultural competence:** We will build an inclusive, supportive and safe-to-speak-up culture that enables each of us to thrive and bring our whole self to work.

- **Marketplace presence:** We will amplify, promote and sustain HSBC Canada’s, trust and familiarity in our target communities.

Our Diversity & Inclusion Office is responsible for ensuring that all activities, investments and focus from our leaders, senior stakeholders and employees are aligned with these four pillars of our strategy.

**Our values**

Our values help define who we are as an organisation, and are key to our long-term success. We aspire to be:

- **Dependable**
  
  We are dependable, standing firm for what is right and delivering on commitments.

- **Open**
  
  We are open to different ideas and cultures, and value diverse perspectives.

- **Connected**
  
  We are connected to our customers, communities, regulators and each other, caring about individuals and their progress.

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\(^1\) Labour market availability refers to the share of designated group members in the workforce from which the employer could hire; this data is obtained from Statistics Canada.
Diversity & Inclusion Council

Our D&I Council, made up of senior leaders, oversees our diversity and inclusion strategy and employment equity requirements. The Council also ensures our workforce is representative of changing demographics and that we maintain an inclusive work environment. Members of the Council also act as executive sponsors to our Employee Resource Groups (ERGs).

The D&i Council met four times in 2019 to review progress on our strategy and raise awareness of opportunities relating to diversity in the workforce, culture and marketplace. This year the D&i Council also approved the inclusion of an ERG Chair to provide an employee voice at each quarterly D&i Council meeting. The ERG Chair representative will be rotated annually.

The Head of Learning, Talent and Diversity & Inclusion continues to work in partnership with executives, business leaders, key stakeholders and designated employee group members to further embed inclusion into our organization.

Self-identification

HSBC has a process in place to ensure all employees have the opportunity to voluntarily self-identify as a member of one of the four designated groups in the Legislated Employment Equity Program (LEEP).

As part of our commitment to LEEP, we have made hiring more accessible by enabling candidates with disabilities to self-identify at the start of the recruitment process, prompting recruiters to offer assistance with accommodations. All new employees are asked to complete a self-identification form as part of their onboarding process as well. We re-survey employees regularly so that they can voluntarily self-identify and update their status throughout their career. An email notification was sent out before year-end to employees who have not completed the self-identification survey since joining, to reinforce the importance of completing and submitting the survey.

We are updating our self-identification reporting to make the process timelier, and exploring other reporting systems that will yield more usable data to inform our programing efforts. We use this information to ensure our benefits, policies and programs reflect the needs of our employee workforce and report this data as required.

"We are proudly and passionately part of the movement to pave the path to inclusion. We know diversity doesn’t happen by accident – as a Board and as a leadership team we have been intentional and deliberate in our diversity goals. We need buy-in from every level of the organization so it’s critical that we spend both our time and resources on making sure that our employees understand what our values mean to us – being open, connected and dependable – and how to live them at work."

Chris Hatton
Chief Operating Officer
Chair, Diversity and Inclusion Council
Building a diverse and inclusive workforce

At HSBC, part of our purpose is to connect our customers to opportunities. We can fulfil that purpose most effectively if we truly reflect and therefore understand them. A diverse workforce also strengthens our local and global competitiveness.

Our diversity recruitment strategy is intentional, holistic and collaboratively implemented by our Head of Learning, Talent and Diversity & Inclusion, Diversity Recruitment Relationship Manager, Diversity Talent Assessor and Canadian Recruitment Operations Manager.

We continue to set annual aspirational goals for the four designated groups to increase their overall representation in relation to labour market availability. Our Diversity Recruitment Relationship Manager partners with recruitment peers across all business lines to identify and present candidates already screened and assessed. We also help ensure that hiring leaders are mindful of our commitment to increase overall representation of the four designated groups, for any and all of our career opportunities. Candidates who self-identify as a member of one of these groups are matched to suitable open or future opportunities that align with their skillset, interests and qualifications.

• Over the last two years there has been an increased partnership between our Diversity Recruitment Team and our Graduate & Internship Programs Onboarding Team. All diverse applicants were actioned for priority consideration in the process, resulting in Indigenous candidates making up 5.2 per cent of our 2019 Graduate Program cohort.

• With the addition of a Talent Assessor resource to the Diversity Recruitment Team, our sourcing and outreach efforts doubled from the previous year, resulting in a 10 per cent increase in offer-acceptances for both Indigenous and persons with disabilities.

• We continued working with more than 30 key community and university partners to identify qualified candidates for job openings, specifically targeting persons with disabilities and Indigenous candidates. These included: The Canadian Council on Rehabilitation and Work, Canadian Hearing Society, CNIB, Concordia University, Epilepsy Toronto, Humber College, Indspire, Jewish Vocational Services, Ometz Employment and Squamish Nation.

• We also have an incentivised employee referral program, encouraging current employees to refer candidates from designated groups for both open and future roles at HSBC Bank Canada. In 2019, our Diversity Recruitment Team and our Resourcing & Onboarding Team started working with our Employee Resource Groups to explore how they could partner to source more diversity hires and increase visibility to open roles.

• At the HSBC Group level, the Resourcing and Onboarding team developed consistent global hiring principles that address unconscious biases and ensures inclusive practices across HSBC in all countries and territories where we operate. Here in Canada, all recruiters participated in unconscious bias training to ensure that they were supporting hiring managers well.

As a whole, our diversity sourcing strategy continues to help us work towards our aspirational representation goals. At year-end, the representation of Indigenous individuals and persons with disabilities was 1.1 per cent and 3.9 per cent respectively.

HSBC continues making investments in Canada - supporting the growth of each of our business lines. As we do so, we are continuously working to ensure that HSBC remains a place where diverse viewpoints and life experiences are valued and celebrated, and that we have a robust and diverse pipeline of leaders to support us into the future.
Supporting inclusive leadership

Since 2014, we have focused our attention on inclusive leadership – intentionally building a culture where leaders are aware of their own biases and preferences while actively seeking and considering different perspectives to inform better decision-making.

In 2015, we first introduced an “open mindedness and unconscious bias” leadership training program to support the creation and maintenance of a workplace culture where all employees can succeed. By 2017, more than 1,300 managers had completed the program, with 95 per cent rating the program as excellent. In 2018, we further embedded and sustained the original workshop’s learnings by making additional training, reading and materials available to employees and managers globally online, through our HSBC University portal.

Leadership Essentials

Leadership Essentials was launched through our global HSBC University. This curriculum complements our efforts to build inclusive behaviours, and supports performance at all levels of the organization. The overall curriculum includes programs and online resources that help leaders deepen and extend their leadership capability. Training, videos and materials are available to employees and managers on key points connected to their role in the employee life cycle, including recruitment, promotion and performance improvement. In 2019, 97 leaders/managers attended Leadership Essentials in Canada.

Building an inclusive workplace: Focus on leadership & accountability

In 2019, our D&I Council adopted the Global Diversity & Inclusion Benchmarks (GDIB) to further advance our Diversity & Inclusion strategy. Both our D&I Council and Employee Resource Group leaders completed a GDIB survey assessing our organizational leadership and accountability. Results reflect an opportunity to further build leadership behaviours that would enhance the everyday inclusive experiences of employees. HSBC Canada’s Head of Learning, Talent and Diversity & Inclusion started conducting focus groups and advanced D&I workshops to specific lines of businesses as well as all members of our national recruitment and Human Resources Leadership Team.

Additionally, HSBC rolled out a global campaign entitled What We See and Say to convey the importance of language and imagery in building an inclusive culture. The main focus of the campaign included:

- Using inclusive words and pictures to build an environment where colleagues and customers feel valued, respected and supported; and
- Equipping people with considerations around the words and images they should (and should not) use when talking with and about colleagues and customers in an inclusive way.

Key • Primarily delivered in HSBC University • Primarily delivered locally 2017 2018
At the local level, we reinforced our industry leadership in Diversity & Inclusion by hosting a session on Inclusive Leadership from our Vancouver office. This Community of Practice Event was led by the Canadian Centre for Diversity and Inclusion and brought together 200 community and business leaders. Based on Deloitte’s Six Signature Traits of Inclusive Leadership, the event explored six inclusive leadership traits and provided participants with examples of ways to become more inclusive leaders.

This year, HSBC also increased its support of mental health throughout the organization, with our Group CEO, John Flint, reaffirming this priority when he appeared on a mental health panel at the World Economic Forum in Davos. At the same time, feedback received through employee dialogue and other internal channels revealed that well-being is an important topic for our employees. A curriculum to educate all managers on mental health soon followed. Delivered both live and online, the curriculum is designed to help any HSBC employee identify signs of poor mental health, feel confident about having open conversations and know where to get support for themselves. For people managers, the curriculum highlights the importance of managing one’s own mental health as a prerequisite to supporting others.

This work will continue in 2020 with advanced workshops and resources to support our leaders and people managers on anti-bullying, unconscious bias, mental health conversations in practice and ensuring a safe-to-speak-up culture.
Women at HSBC Bank Canada

Gender diversity continues to be a top strategic D&I priority for HSBC. HSBC Canada has thrived under a gender-balanced Board of Directors and Executive Committee since 2013 but we recognize that there is still more to be done. Overall, the representation of women in our workforce continues to far surpass labour market availability, and this also holds true for middle and senior management categories. We are steadfast in our commitment to accelerate progress for women as a whole to meet our aspirational gender targets in all categories. We will focus on women in the professional and senior management categories, where we still fall short of the labour market availability target for the former and have experienced a decrease from last year for the latter.

HSBC Bank Canada, has women in four of nine board positions and 10 of the 16 top executive roles. That 56 per cent ratio puts HSBC higher than any North American bank with the same or greater assets, according to data compiled by Bloomberg.2

Women also continue to lead key lines of business and functions, including Commercial Banking, Communications, Legal, Company Secretary, Financial Crime Compliance, Internal Audit, and Human Resources.

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<tr>
<th>Representation</th>
<th>HSBC 2016</th>
<th>HSBC 2017</th>
<th>HSBC 2018</th>
<th>HSBC 2019</th>
<th>Labour market availability*</th>
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<tbody>
<tr>
<td>Overall</td>
<td>54.91%</td>
<td>54.17%</td>
<td>53.62%</td>
<td>52.66%</td>
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<td>Senior management</td>
<td>31.58%</td>
<td>36.00%</td>
<td>38.46%</td>
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<tr>
<td>Middle management</td>
<td>45.13%</td>
<td>42.11%</td>
<td>41.51%</td>
<td>42.72%</td>
<td>39.40%</td>
</tr>
<tr>
<td>Professional</td>
<td>42.71%</td>
<td>43.67%</td>
<td>44.28%</td>
<td>42.97%</td>
<td>55.00%</td>
</tr>
</tbody>
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* Overall labour market availability as per Employment and Social Development Canada’s 2016 Employment Equity Data Report.

2 Doug Alexander, “HSBC’s Canada bank wins gender-parity crown in lopsided industry,” Bloomberg News, September 4, 2019
The HSBC Group overall also continues to make progress in advancing women into senior positions. We attribute this to our Group CEO’s goal to attain 30 per cent female representation in our most senior roles by 2020. The inclusion of gender balance goals in each local CEO’s performance scorecard continues to make a positive impact on the gender representation in senior leadership at the Group level.

We will focus closer attention on the experience of women in senior management and professional positions, as their representation is trending downwards in these categories.

We remain committed to building a succession pipeline with a gender-inclusive lens that will improve our overall representation of women at senior levels in the organization.

As we have done for several years, we are continuing our work to make the bank more efficient and serve our customers well, adapting to new ways of working and introducing new technologies to respond to how our customers want to bank with us. The Executive committee and our People Committee continue to review monthly dashboards to identify and minimize impacts on the gender balance we have already achieved.

Programs and partnerships

The development and advancement of women at HSBC continues to be a top area of focus.

In 2019, we increased our participation in two global development programs designed to accelerate women leaders for successful transitions into more senior roles at HSBC Bank Canada.

**Accelerating into Leadership:** Nineteen women in middle-management were selected to participate in this program that supports high-potential women to make the transition into leadership while building the mindset and skill set required to operate successfully.

**Accelerating Female Leaders:** Two high-potential women in middle-management were selected to participate in this one-year program that provides access to sponsorship and networking opportunities to accelerate their senior leadership progress.

**Women in technology/STEM**

With the goal of achieving greater gender balance within our technology function, HSBC Canada has invested significantly in programs and initiatives to support the development and advancement of women in technology.

**Project FACT:** In 2019 HSBC Group implemented a global initiative aimed at creating opportunities and growing the pipeline to increase the female leadership ratio in Technology. In June 2019, an internal research project was conducted to better understand the aspirations and barriers to career progression that female technologists were facing within HSBC Technology. Globally 452 high-performing women, including 26 from Canada, participated in the study. Outcomes were positive with 105 women indicating aspirations to progress to senior management level and 11 women being identified as ready for promotion to senior management roles by 2020.

**Technology internship program:** Launched in 2018, HSBC Canada’s Global Banking and Markets technology internship program partners with Canadian universities to recruit and hire students to help drive our technology transformation. The internship program is also used as a platform to increase gender diversity within the function. In its first year 30 per cent of the interns hired were female and in 2019 the number of new joiner female interns increased to 33 per cent. The program expects the number to grow to 40 per cent in 2020.

**Bay Street Job Shadow Day 2019:** HSBC participated in the Women in Capital Markets 2019 Job Shadow Day to inspire young women to pursue careers in finance and STEM, with the ultimate aim of building the talent pipeline. HSBC hosted 12 high potential female students with an interest in business, math or STEM to spend a day on Bay Street.

**#FemTech Futures Hackathon:** With the goal of supporting and encouraging young women to pursue their dreams of a future in technology, HSBC technology teams in North America partnered with one of the bank’s global IT recruitment partners to host a female-focused hackathon at their New York, Mexico and Toronto offices. HSBC employees spent the day working with small teams of students from local universities, as they completed a fun robotics-based coding challenge. Participants also participated in career workshops led by key HSBC representatives.
HSBC is also proud to support organizations committed to the advancement of women in the workplace, including:

**Women in Capital Markets**

Over the last few years, with the intent of building a strong pipeline of future female talent on the trading floor, improving company culture and accelerating growth within our Global Banking and Markets (GBM) lines of business in Canada, we have built a collaborative partnership with Women in Capital Markets (WCM) a non-profit organization that promotes the entry, advancement and development of women in the field of Canadian capital markets.

In 2019 GBM participated in several WCM-led initiatives to influence internal business leaders to revise the culture to compete in the external market and improve female representation on the trading floor.

- **WCM “Champions of Change Award” (external industry award):** Jason Henderson, Regional Head of Global Markets Canada was recognized as one of WCM’s 2019 Champions of Change. This award is presented to individuals within firms across finance who drive change and are accelerating gender diversity within the industry.

- **GBM International Women’s Day initiative:** We collaborated with WCM to offer 40 free WCM memberships to 20 women and 20 male allies.

- **Access to advocacy programs:** There is an over-representation of men in the senior leadership of our GBM business line. In collaboration with WCM and Catalyst Inc. the GBM TOP Team participated in a Men Advocating Real Change event (Catalyst’s M.A.R.C program) where they focused on:
  - Understanding how dominant business culture and unconscious bias impact partnerships between women and men.
  - Examining assumptions and mindsets that influence the workplace and efforts to achieve gender balance.
  - Exploring leadership skills needed for building effective partnerships between women and men.

**Catalyst**

HSBC Canada is a global supporter of Catalyst Inc., a non-profit working with some of the world’s most powerful CEOs and leading companies to build workplaces that work for women. As a supporter member, HSBC participates in Catalyst programs that include external roundtables and the annual Catalyst conference.

The Catalyst Canada Honours (awards) recognizes exceptional role models for accelerating progress for women in the workplace. In 2019, our President and CEO Sandra Stuart, received the Catalyst Canada Honours Award in the Company Leader Category for her commitment to driving inclusion in the workplace and empowering women to reach their full potential.

Sandra spoke of her commitment and the journey to achieving inclusion in her spotlight session at the Catalyst conference and in a video featuring all of the Catalyst Honours award recipients.

HSBC Canada is also a signatory to the ‘Catalyst Accord 2022,’ which calls on Canadian boards and CEOs to pledge to accelerate the advancement of women in business by:

1. Increasing the average percentage of women on boards and women in executive positions in corporate Canada to 30 per cent or greater by 2022; and

2. Sharing key metrics with Catalyst for annual benchmarking of our collective progress.

**Women’s Executive Network**

As a member of the Women’s Executive Network (WXN), dedicated to the advancement, development and recognition of professional women in Canada, since 2011, HSBC Canada is an annual WXN awards sponsor. The HSBC Corporate Executives Awards recognize women who hold senior positions in Canadian companies, pension funds and co-operatives and are presented every year at the WXN Awards Gala.
Celebrating our Female Leaders

We continue to celebrate our strong female role models and recognize the role that women have played in paving HSBC’s path to becoming a progressive financial institution. Kudos to the following female leaders who were acknowledged for their contributions:

**Sandra Stuart**
President and CEO, received the Catalyst Canada Honours Award in the Company Leader Category.

**Kim Toews**
Executive Vice President and Chief Human Resources Officer for HSBC Canada, was one of 20 Canadian leaders named to the Global 100 list (Human Resources Director, 2019).

**Angie Hall**
Assistant Vice-President, Commercial Banking, was named one of Canada’s Most Powerful Women: Top 100 Award Winners by the Women’s Executive Network. She received a Future Leaders Award, which recognizes women under the age of 30 who have distinguished themselves early on in their career.

**Lisa Deakin**
Head of Global Markets Corporate Sales, Western Canada, was one of 31 women across Canada named to the Women in Capital Markets Emerging Leaders Program, which offers recipients the opportunity to enhance their leadership skills, build a broader industry network and plan for career advancement.

**Supreet Warna**
Chief Administrative Officer for HSBC Canada, was recognized as Personal and Private Banker of the year by Women in Finance.
Visible minorities at HSBC Bank Canada

We are committed to building, sustaining and advancing an employee population that reflects the communities we serve and to build upon the diverse cultural perspectives that allow us to enhance our product offerings and service efficiencies.

- At 43.94 per cent, the proportion of our employees who are visible minorities is significantly above the labour market availability of 21.30 per cent. However, it decreased slightly from 44.36 per cent in 2018 to 43.94 per cent.
- Visible minorities accounted for 43 per cent of all promotions and 26 per cent of all full-time permanent new hires – consistent with 2018.
- We also continue to see year-over-year increases in the number of visible minorities in Professional and Middle Management roles.
- Together with local and global teams, we are exploring ways to improve our self-identification technology so that we have the best possible understanding of our people. This will improve our data and reporting and will help us take targeted actions to ensure we enable the careers and career progression of colleagues from all ethnic backgrounds, in a supportive and inclusive culture.
- Of our eight active Employee Resource Groups three focus on members of visible minorities:
  - Asian Pacific Islanders Committee
  - Caribbean African Network for Diversity & Inclusion
  - South Asian Network for Diversity & Inclusion
- At the Group level, the Global Diversity & Inclusion team began the groundwork on a Global Ethnicity Inclusion Program. Results from our global employee engagement Snapshot survey reflected an opportunity to increase representation at senior management levels, highlight career prospects (advancement and career objectives) as well as increase awareness and understanding of the challenges faced by ethnic minority colleagues. The Global Ethnicity Inclusion Program aims to understand the global challenges and opportunities for ethnic minority colleagues, to improve their career progression as well as establish global standards and guidance on how we engage on ethnicity.

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<th>Labour market availability*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>48.80%</td>
<td>42.30%</td>
<td>44.36%</td>
<td>43.94%</td>
<td>21.30%</td>
</tr>
<tr>
<td>Professional</td>
<td>26.70%</td>
<td>23.45%</td>
<td>25.32%</td>
<td>25.51%</td>
<td>23.20%</td>
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* Overall labour market availability as per Employment and Social Development Canada’s 2016 Employment Equity Data Report.
Aboriginal/Indigenous peoples at HSBC Bank Canada

While the total numbers of Aboriginal/Indigenous peoples at HSBC Bank Canada is small, we are focused on providing development opportunities to ensure increased engagement and retention along with chances for our Aboriginal/Indigenous colleagues to realize their full potential in the workplace.

- Overall representation of Aboriginal/Indigenous peoples in permanent full-time and part-time positions increased from 1.19 per cent in 2018 to 1.25 per cent by the close of 2019. Indigenous inclusion continues to be addressed at our quarterly D&I Council meetings and is reflected in our recruitment strategy.

- While our representation still falls short of labour market availability we continue to make progress year-over-year. This year saw a 10.3 per cent increase in the number of Indigenous employees in permanent full-time positions, as well as an increase in the number of employees self-identifying as Indigenous.

- In 2019, our goal for hiring Indigenous candidates doubled from 10 to 20. With focused efforts from our Diversity Recruitment Team and their continued partnerships with Indigenous employment partners, we were able to achieve 60 per cent of our hiring goal.

- We participated in the following career fairs to identify and build our pipeline of qualified Indigenous candidates for current and future openings:
  - Miziwe Biik’s Winter Job Fair
  - University of Toronto’s Annual Indigenous Career Fair
  - Treaty 6’s Employment Partnerships & Job Fair
  - Aboriginal Futures Fall Job Fair

- An increased partnership in 2019 between our Diversity Recruitment Team, Graduate & Internship Programs Onboarding Team and Indspire – an Indigenous education partner - also proved to be successful, resulting in Indigenous candidates making up 5.2 per cent of our 2019 Graduate Program cohort.

- While we have made progress on hiring, retention continues to be a challenge. In 2019, the Head of Learning, Talent and Diversity & Inclusion met with Indigenous employees to gather feedback. As a result, we assisted them to more clearly map their career paths, identified further opportunities for professional development, are working more closely with the Indigenous Canadian Resource Group and are exploring ways to more meaningfully give back to Indigenous communities.

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<thead>
<tr>
<th>Representation</th>
<th>HSBC 2016</th>
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<td>0.99%</td>
<td>1.19%</td>
<td>1.25%</td>
<td>4.00%</td>
</tr>
</tbody>
</table>

* Overall labour market availability as per Employment and Social Development Canada’s 2016 Employment Equity Data Report.
ICErg

HSBC Canada’s Indigenous Canadian Employee Resource Group (ICErg) continues to be an invaluable source of leadership and consultation in bringing awareness to and supporting our Indigenous inclusion efforts.

• In partnership with Corporate Sustainability, ICErg hosted a D&I Signature Series event featuring a live national webcast with Roberta Jamieson, President and CEO of Indspire – a national registered Indigenous non-profit that invests in the education of First Nations, Inuit and Métis people. Roberta continued to build on ICErg’s awareness campaign on the importance of truth and reconciliation and what we can do as a bank to support Indigenous inclusion. The discussion focussed on how Indigenous inclusion can be integral to our business strategy.

• In celebration of National Indigenous History Month and National Indigenous Peoples Day, ICErg organized several events to provide employees with the opportunity to learn about the history, heritage and diversity of Indigenous peoples in Canada.

  • ICErg developed a National Indigenous Peoples Day Briefing Guide that provided information to employees and managers on recognizing the importance of Canadian history, and the richness and diversity of Indigenous cultures. This guide provided a list of events taking place and included a facilitated discussion guide to help employees to engage in meaningful discussions on Indigenous history and truth and reconciliation.

  • An Indigenous artist-led workshop on Indigenous drum-making was held at our Vancouver office. This event was extremely impactful, engaging employees to immerse themselves in cultural art while learning about passing down ways of traditional knowledge.

• Key to ICErg’s strategic priorities was a concerted effort to become more involved with the external Indigenous community. In 2019, Indigenous employees and ICErg members attended several Indigenous events including: Gathering Our Voices, the annual Indspire gala, the ImagineNATIVE film festival and Vancouver Indigenous Fashion Week, as well as supporting Indigenous recruitment events and other community initiatives locally. ICErg’s annual community engagement event “We Scrum as One,” leading-up to the World Rugby Sevens Series, sponsored by HSBC, engages Indigenous youth in a two-day mentorship, leadership and team-building experience (see more on page 32). These initiatives are key to ICErg’s commitment to community engagement, and encourage active participation of its membership and the retention of ICErg members.
Persons with disabilities at HSBC Bank Canada

<table>
<thead>
<tr>
<th>Representation</th>
<th>HSBC 2016</th>
<th>HSBC 2017</th>
<th>HSBC 2018</th>
<th>HSBC 2019</th>
<th>Labour market availability*</th>
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</thead>
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<td>3.44%</td>
<td>3.81%</td>
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<td>9.10%</td>
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<tr>
<td>Professional</td>
<td>2.06%</td>
<td>1.76%</td>
<td>1.97%</td>
<td>1.92%</td>
<td>8.90%</td>
</tr>
</tbody>
</table>

* Overall labour market availability as per Employment and Social Development Canada’s 2016 Employment Equity Data Report.

HSBC Bank Canada remains committed to identifying, hiring, advancing and retaining persons with disabilities. While a decrease in our employee base in 2019 attributed to the decrease in our overall representation, increased and focused efforts by our Diversity Recruitment Team allowed us to reach 100 per cent of our hiring goal for this population. Though our representation still falls short of labour market availability, we continued our focus on providing development opportunities to ensure increased engagement and retention along with chances for persons with disabilities to realize their full potential in the workplace.

- We are a member of the Presidents Group, a network of change-driven British Columbia business leaders whose mission it is to model and champion inclusive employment practices to make accessibility a hallmark of how British Columbia does business.
- We participated in eight career events hosted by various organizations focused on employment for persons with disabilities, including:
  - Rotman School of Management ‘Access to Success’ Conference
  - Abilities Expo & Job Fair
  - Concordia University’s Career Fair for Students & Alumni with Disabilities
  - Spectrum Works (Autism) Career Fair
  - Employment Accessibility Resource Network’s Career Fair
  - The Access Expo & Job Fair
  - CNIB’s Connecting the Dots Conference
  - CAMH’s Employment & Education Info Fair

- In the lead-up to International Day of Persons with Disabilities in December, our Ability Employee Resource Group organized Ability Week – a five-day event series designed to help inform and bring awareness to employees about experiences with disability. Members participated in learning sessions on various disabilities including sensory disabilities and autism and an inspirational speaking event with a wheelchair tennis coach who spoke of his transition from being able-bodied to someone living with a disability. There was also a launch of four videos created by Ability that share the stories of HSBC employees with a disability and their experiences at the bank.

Ability ERG members with wheelchair tennis coach and Paralympian, Kai Schrameyer
In consultation with employees from our Ability Employee Resource Group, the Welcoming People with Disability accessibility training that we deliver to all employees was updated and relaunched in 2019. Changes were made to the e-modules to ensure that they continue to be fully accessible, in compliance with regulatory requirements and use inclusive imagery and language. The modules intend to make persons with disabilities feel welcome at HSBC, inclusive of clients or colleagues.

We have a policy and employee guide on workplace accommodations that is supported by a central budget for onsite workplace assessments and accommodations improvements. We also continued our relationship with the Canadian Council on Rehabilitation and Work’s Job Accommodation Service.

An ongoing priority is ensuring that our employees from the deaf/hearing impaired community continue to be accommodated in their day-to-day business needs. We have American Sign Language interpreters at our locations to support employees when needed, including at all quarterly CEO Town Hall meetings. Reserved seating is also provided to employees with hearing impairments or low vision.

At the HSBC Group level, the Group People Committee endorsed Disability as one of four key global D&I focus areas for 2019 and 2020 and launched the Global Disability Confidence Program. The program is committed to improving disability inclusion and confidence across the bank globally while increasing awareness of the challenges faced by people with disabilities and the opportunities to address these challenges. A Global Disability Confidence working group was formed with representatives from eight in-scope countries (including Canada), to support the efforts of the Global D&I team.

Some of the work completed in 2019 included:

- Sponsored and launched 17 global disability smart guides in partnership with the Business Disability Forum. The guides contain helpful advice on how employees can support colleagues with a range of different disabilities.
- Designed and piloted a global Disability Confidence assessment tool.
- Celebrated World Autism Day with the launch of a neurodiversity video that raised awareness of the advantages and challenges of thinking differently.
- Developed a global definition for disability across the organization and confirmed global terminology as per our inclusive language and imagery guide.
Employee networks are part of HSBC’s DNA. Our first network was founded in London in 1975 and we now have more than 100 groups around the world, connecting employees and embodying our commitment to helping people and communities thrive. In Canada, we have eight Employee Resource Groups (ERGs). These voluntary groups bring together employees with shared characteristics and common interests and provide an important space where colleagues can speak up about internal and commercial issues and opportunities, create connections and learn from others. The groups focus on gender, age, ethnicity and culture, LGBTQ2+ and ability.

ERGs play a critical role in achieving HSBC’s ambitions for diversity and inclusion. Together they help to create a culture where everyone is included and is aligned to our HSBC values and behaviours. They are also an invaluable source of leadership and consultation – proposing and implementing inclusion strategies in support of their members as well as informing and providing feedback to the organization on employment barriers and other issues affecting the employee experience. This year, the Head of Learning, Talent and Diversity & Inclusion gathered the ERG Chairs to participate in the first-ever ERG offsite strategic planning session. The offsite session provided a platform for both the ERGs and HSBC leadership to engage with each other, collaborate on shared inclusion goals and discuss ways to support one another.

In 2019, more than 3,000 employees were members of or participated in ERG-organized events, which have included sessions on career development, speed mentoring with senior leaders, discussions of mental health and wellness, and community/employee sporting events.

I feel very fortunate to work for an organization that celebrates our colleagues from all cultural backgrounds, age, gender, disabilities and sexual orientation. HSBC fully promotes and supports diversity and inclusion in the workplace on so many levels from business practices and policies, educational programs and resources, personal and career development to health and wellness initiatives. As an ally and a committee member of the Pride BC ERG, I have been able to connect with so many diverse people within HSBC locally and globally and through our local communities through sponsorships, volunteering and events, which has had a large impact on me both personally and professionally.

Rebecca Deane
Manager – Client Propositions
Balance at HSBC Bank Canada

The Balance Network supports gender diversity across HSBC. Their vision is to support the recruitment, development, advancement and engagement of a gender-balanced workforce within HSBC. The network has five chapters: British Columbia, Calgary, Edmonton, Ontario and Quebec. These networks are part of HSBC’s global network of Balance employee groups located across the globe.

* In 2019, Balance continued delivering their most sought-after personal development programs through a gender-based lens. Over the year, they delivered 13 sessions to 175 attendees. The first set of workshops encouraged attendees to reflect on common communication habits that undermine leadership, and then worked with attendees to develop strong, organized messages using persuasive language. The second workshops built on this understanding to support attendees in navigating the unwritten rules that govern communications, career, politics, networking and gender.

* In recognition of International Women’s Day (IWD), HSBC’s Global Balance Network celebrated the social, economic, cultural and political achievements of women and encouraged all members and employees to strive for #BalanceForBetter in 2019. In Canada, as in other offices globally, the Balance IWD events focused on sharing experiences to inspire change.

* In conversation with Ghislaine Landry: This year, on the eve of the HSBC Canada Sevens tournament, 340 Balance members and employees across the organization attended a fireside chat with Ghislaine Landry, Olympic medallist and captain of the Canadian women’s rugby sevens team. Ghislaine shared how she channelled preconceptions like “you’re too small to play” to fuel her becoming one of the most celebrated players in women’s rugby.

* IWD - mentorship closing event: The Ontario chapter of the Balance Network decided to take a different approach to celebrating IWD. Instead of hosting an external speaker, they launched a mentoring series for members – matching participants across different career levels and segments/functions of the bank. In total, 56 mentees were paired with 33 mentors for individual meetings. A wrap-up event with executive sponsor Kimberly Flood, HSBC Bank Canada SVP Head of Communications & External Affairs, followed, with a cocktail reception and some words of wisdom from Kim on mentoring.

* IWD panel discussion event: Balance Network’s Prairies chapter hosted a panel discussion event in Calgary with Sandra Stuart, HSBC Canada’s President and CEO; Pete Molenaar, HSBC Bank Canada SVP & Head of Commercial Banking, Western Region; and senior leaders from Questor Technology Inc. and Gowling WLG. The discussion centered around viewing diversity as an opportunity rather than as a challenge, and also explored unconscious bias. The panellists provided honest insights, speaking to their experience over the years. Featuring men and women of colour on the panel allowed for diverse perspectives.

* In December, Balance Network in collaboration with Y-Knot hosted Lydia Fenet, Managing Director and Global Director of Strategic Partnerships at Christie’s and author of The Most Powerful Woman in the Room is You. Lydia shared her experience working in a typically male-dominated industry and shared tools on how to unlock your sales potential and empower yourself in the workplace. Lydia wowed our colleagues with how she learned to command an audience using her sense of humour to draw out bids, becoming a leading benefit auctioneer in the US and raising over half a billion dollars for over 400 non-profits worldwide.

* In 2019, Balance Network focused on drawing male colleagues into the balance conversation. The network hosted an International Men’s Day event on the topic of healthy masculinity where author Rachel Giese, shared insights from her book, Boys: What it Means to Become a Man. She was joined by three staff members who shared their real life experiences in balancing their career and home life as a parent. The thought-provoking session discussed how changing social gender norms and expectations are adding confusion to not only how we behave but how our children are receiving messages about manhood and masculinity.

The Balance Network is proud to continue advocating for an inclusive work environment where all genders can go as far, and as fast, as their talent and aspirations will take them.
Pride at HSBC Bank Canada

Our global and local Pride Networks focus on educating and building awareness of the LGBTQ2+ community while maintaining a safe and inclusive environment. They actively work to connect employees and communities, and to partner with colleagues and offices locally and around the world to mentor and develop LGBTQ2+ networks located in less open environments.

♦ June marks the beginning of Pride celebrations held worldwide to support and celebrate LGBTQ2+ communities. HSBC’s 2019 Pride celebrations included events in Toronto, Vancouver and Montreal, an Executive Committee panel discussion, drag performances, DJ and dancing, a networking event and discussion around what Pride means to HSBC colleagues.

♦ For the second year in a row our branch network supported Pride by rainbow wrapping our largest branches across the country – proudly displaying rainbow colours as a visible demonstration of our support of the LGBTQ2+ community.

♦ At HSBC, it’s Customers First! And the Pride ERG showed its appreciation to employees and customers during Pride month at our corporate offices and branches in Vancouver and Toronto, distributing Pride rainbow cookies to customers and employees with a sweet tooth. Customers loved it and employees gained greater awareness of the Pride ERG’s mandate.

♦ HSBC Pride West in collaboration with HSBC Embrace, Y-Knot, Nurture, Ability & Balance ERGs hosted a wellbeing workshop on authenticity in the workplace. My “dirty” little secret: The journey to authenticity and acceptance, a two-part workshop, explored a step-by-step process towards self-fulfillment and improving self-confidence and self-esteem through open communication, sharing, listening and empathizing with oneself and those around us.

♦ Pride Network Quebec’s year-end signature event for 2019 addressed several topics impacting the LGBTQ2+ community. Three panelists were invited to speak and interact with employees: Yunus Chkirate, a Montreal-based visual artist spoke about his experience coming out. Luis Chavez Diaz, a massage therapist, yogi and a neuro-linguistic programming coach, took employees on a meditation journey. Alexandre Dumont Blais, the Co-director of REZO, a Montreal non-profit organization that focuses on GBT men’s mental health, touched on the mental and physical health of GBT men as well as the most vulnerable members of the LGBTQ2+ community. The event concluded with a silent auction of paintings by Yunus, with proceeds donated to REZO.

♦ Pride Toronto supported a book club event hosted by the Camping and Caravanning Association of America, a Markham-based not-for-profit organization with a mission to motivate, educate and lead Chinese immigrants to go outdoors and enjoy the beauty of Canada’s landscape and adapt to Canadian culture. Engaging with LGBTQ2+ communities was the theme and one of Pride Toronto’s active members shared his personal coming out story in Mandarin. The event was very well received and attended by other community partners.

♦ At the global level, HSBC’s Global Pride Network supported the business in making significant strides to further LGBTQ2+ inclusion across the organization:

• HSBC was recognized for the fourth year in a row for its commitment to LGBTQ2+ workplace equality and inclusion by being named to the 2019 Stonewall Top Global Employers list. We were one of only 14 international companies recognized by Stonewall, the leading charity for lesbian, gay, bisexual and transgender inclusion, for demonstrating LGBTQ2+ inclusion across nine areas in their benchmark including policies, training, community engagement, global mobility and activities in specific countries.

• The launch of the Global Ally Program to enable all colleagues to play their part in supporting the LGBTQ2+ community by actively working to create an inclusive environment by being strong role models and speaking out on behalf of LGBTQ2+ customers and colleagues.

• To support the Global Pride Network’s “Million Moments of Pride” campaign, HSBC Canada’s Pride ERG created a video featuring Pride ERG members and allies speaking about their experiences with LGBTQ2+ inclusion and what Pride means to them.
I joined the Pride Network in 2017 in an effort to make a positive difference and help foster a more diverse and inclusive culture at HSBC. Participating in this ERG has made me feel part of something beyond the day-to-day job, something human in its raw form. The support and involvement of ExCo members and our Executive Sponsor, has empowered me and my fellow Pride members to drive impactful initiatives and elevate discussions to the next level.

Ghassan Berro  
Senior Relationship Manager,  
Co-chair of HSBC Pride Network, Quebec & Atlantic
Y-Knot at HSBC Bank Canada

Y-Knot is intended to bridge the generational gap between professionals across the organization and to celebrate the achievements of young professionals in the workplace, both within HSBC Bank Canada and in the Canadian job market.

In keeping with its commitment to providing opportunities for the development and advancement of young professionals as well as promoting work-life balance, Y-Knot chapters across Canada focused their 2019 initiatives in three key areas:

❖ Networking and professional development: Events through the “Get to Know Me” series provided a platform for HSBC staff to connect and learn about people, departments and resources at the bank. These events held across the country allowed attendees to connect with senior leaders and executives, providing avenues for mentorship and open discussion. Members were also provided with opportunities for professional development and skills-building through professional workshops and conferences, as well as participation in Toastmasters.

❖ Health and wellness initiatives: Yoga classes, an annual basketball tournament, a running club, a talk about mental health and seminars on mindfulness, and sessions on nutrition and stress management were organized to promote employee well-being, work-life balance and provide opportunities to build community by connecting members from various departments and teams across the bank.

❖ Community engagement: Members had the opportunity to give back to their communities by volunteering with local charities and raising monetary funds to support causes they were passionate about. For example, through our Corporate Sustainability volunteer fund, Y-Knot made a CAD$5,000 contribution to the World Wildlife Fund to support their efforts of wilderness preservation, and reducing human impact on the environment.

SANDI

The South Asian Network for Diversity & Inclusion (SANDI) strives to enrich the South Asian culture at HSBC by giving members the opportunity to network, share experiences for personal and career development, enhance social interaction and support community service, all with a common goal for peace and humanity.

SANDI continued to host their signature events in 2019 including:

❖ Chai & Chat series: This popular event gives members an opportunity to engage in meaningful mentoring and networking sessions with senior leaders and members of our Executive Committee. From talking about career advancement to exploring the importance of calculated risk, agility, resilience and self-awareness, SANDI members benefit from openly discussing topics of both personal and professional concern in an informal setting.

❖ Summer cricket: SANDI once again hosted its popular cricket matches in both Vancouver and Toronto. The annual summer event, open to staff, regular and first-time players and immediate family members aims to promote community, networking and learning a new sport (for some). The games attract a large number of members, friends and family to cheer on the participating teams, in both cities.

❖ Count Your Blessings: This annual gathering in Toronto and Vancouver encourages attendees to share personal life experiences, including challenges they have overcome and gratitude for where they find themselves today.

❖ Drishti Awards sponsorship: SANDI was an event sponsor for the 2019 Drishti Awards, which honour and celebrate the innovation and excellence of South Asian individuals who made extraordinary contributions in their dedication and service to others. ERG members attended the awards dinner and hosted a booth to promote HSBC and employment opportunities.
In an organization as large as ours, many individuals may become secluded from assimilating into the social and vibrant culture that can be found in the workplace. The ERG platform where I have been engaging as a regional lead has been very instrumental in bringing together visible minorities and teams from all cultures and backgrounds. I can attest that meaningful connections with peers have been the result, and for this, I will always be grateful!

Victoria Thomas
Business Partner Analyst, Regional Lead
CANDI ERG

The Asian & Pacific Islanders Committee (APIC) aims to have a positive impact on employee engagement, promote wellness and raise awareness of HSBC’s talented and diverse workforce and the various cultures originating from the Asian Pacific Islander Region.

APIC organized five major events in 2019:

- **Asian Heritage Month and Annual Spring Gala**: APIC’s Asian Heritage Month and Annual Spring Gala events provide members and the wider organization with an opportunity to participate in Asian cultural celebrations while also bringing awareness to the ERG’s activities and initiatives. In 2019, APIC attracted more than 50 new members from these two events.

- **APIC healthiest human system wellness event**: Each year, APIC hosts a health-focused event promoting personal well-being and stress management. This year’s Guided Stand Up Paddleboard & Kayak Tour was organized to encourage members to reprioritize their weekly routine to incorporate health-conscious choices to promote and achieve a more balanced and health-conscious lifestyle.

- **Leadership development panel event**: This career development event provides members with an opportunity to gain valuable insights around personal growth and professional development while also building a professional network and relationships with various leaders and colleagues across lines of business within HSBC Canada. In 2019, members of HSBC Canada’s Executive Committee and APIC ERG’s executive sponsor delivered keynotes at the event.

- **Iron Chef Challenge**: APIC’s annual signature members’ event paired small teams with senior leaders, and fostered valuable networking and team building.

CANDI

- **Our Caribbean and African Network for Diversity and Inclusion (CANDI) employee resource group strives to offer an inclusive workplace for Caribbean and African employees at HSBC. CANDI’s programs, events and initiatives focus on career development for its members, increasing the visibility and representation of Caribbean and African talent within the organization and advocating for change in organizational structures. To support these goals CANDI hosted several events in 2019:**
  - Mentoring events with HSBC Canada Chief Control Officer, and Head of Wealth and Personal Banking delivery.
  - A Day with Commercial Banking (CMB): CANDI’s BC chapter hosted “A Day with CMB” in Vancouver where HSBC Canada’s Commercial Banking management team presented the benefits of a CMB career path. The event was an opportunity for members to learn about career options within CMB as well as increase their visibility and engagement with senior leaders.
  - CANDI’s BC chapter facilitated an event to help members learn how to leverage existing HR tools to create and enhance their employee profiles, drive career development conversations with their managers and increase their visibility.
  - In honour of Black History Month in Canada, which provides an opportunity to share and learn about the experiences, contributions and achievements of peoples of African ancestry, employees were invited to an intimate session with keynote speaker Lesra Martin. Martin - an American-Canadian lawyer known for his involvement in the release of former boxer Rubin “The Hurricane” Carter, who was wrongly imprisoned for murder - shared his journey from being a poorly educated Brooklyn teen to a respected lawyer with university degrees. CANDI also launched a “Black History Moment,” a four-part e-newsletter series profiling the achievements and contributions of notable Black Canadians.
Giving back: HSBC Bank Canada in the community

We also support the communities we call home. In 2019, HSBC Bank Canada contributed over CAD$4 million to community programs that have a measurable impact, helping more than 126,000 people access community programs, 455 businesses to grow or become more sustainable, and supporting employees with paid hours volunteering with their preferred charities. HSBC Bank Canada’s community investment activities are part of the HSBC Group’s comprehensive global commitment to sustainable business. We contribute to registered Canadian charities, supporting community programs that have a measurable impact in the areas of sustainable finance and future skills. A portion of our donation budget is set aside for causes that our employees are most passionate about and that benefit local communities.

Read our public accountability statement for more information about our community investment and sustainability programs, our contribution to the economy and initiatives that are making it easier for customers to bank with us at https://www.about.hsbc.ca/hsbc-in-canada/community.

Employee engagement

Investing in our communities extends beyond financial donations. We work with our partners to create opportunities for employee volunteerism, and our employees are entitled to one paid day each year to volunteer with a charity of their choice. In 2019, a record 22 per cent of employees used their paid volunteer day, compared with 13 per cent the previous year.

The programs we support reflect the diversity of our workforce and the communities where we operate, including:

- **Indspire, HSBC Indigenous Business Award**: Since 2014, we have provided support to 316 Indigenous business students across Canada with a scholarship to pursue post-secondary education, increasing their ability to focus on their studies and achieve their ambitions.

- **Pathways to Education Canada, Pathways to Education Program™ and Indigenous program development**: Since 2013, we have supported more than 1,000 youth in low-income communities with the resources they need to graduate from high school, including communities in Winnipeg and Vancouver, where there are high portions of urban Indigenous youth. We also support Pathways Indigenous program development activities.

- **Enactus Canada, HSBC Women’s Entrepreneurial Leadership Program**: This renewed program recognized six post-secondary women student leaders with a financial award and project grant to support projects focused on the advancement of women in the 2019-20 school year. Students are paired with a volunteer HSBC mentor to support their personal and professional aspirations.

- **ABC Life Literacy, HSBC Family Literacy First**: In 2019, the program supported more than 36,000 people with in-person workshops aimed at newcomers to develop their financial literacy and numeracy skills. The free materials are available online, in multiple languages at https://familyliteracyfirst.ca/.

- **Forum for Women Entrepreneurs**: Launched in 2019, this program reached 920 female entrepreneurs with financial literacy programming to support the growth of their businesses. HSBC employees are also volunteering as mentors and in program development.

- **Donald Berman Yaldei Developmental Center, After-School Program**: Supported more than 50 students and their families with access to essential after-school care, which helps build life skills for children with developmental needs.

- **HSBC Bank Canada Volunteer Fund**: Contributed more than CAD$100,000 to charitable causes that our employees care about and actively volunteer with. In 2019, more than a third of these contributions supported initiatives that directly support our diversity and inclusion areas of focus.

The financial scholarship and mentorship provided by HSBC through Indspire at the end of university was fundamental in supporting me to move from Saskatchewan to British Columbia and join the HSBC Graduate program. Shortly after starting, the Indigenous Canadian Employee Resource Group reached out and I was more than excited to join. It was truly rewarding to support the group’s We Scrum event at the Rugby 7s.

**Grady Coutu**

Graduate Analyst
**HSBC Indigenous youth rugby experience**

Entering into its fourth year, the Indigenous Canadian Employee Resource Group (ICErg) continued its partnership with the HSBC World Rugby Sevens Series organizers to engage and host 60 Indigenous youth from across BC in a two-day event full of inspiration and mentorship. On day one, youth rugby players and their families were invited to a morning icebreaker with members of HSBC Canada’s Executive Leadership team, followed by a rugby skills clinic with professional coaching staff and players as well as a banquet dinner with keynotes from Indigenous leaders and athletes. Day two saw the youth attend the Rugby 7s tournament to witness their favourite athletes in action. This annual event supports and promotes Indigenous inclusion – one of HSBC’s key strategic diversity and inclusion priorities, while also aligning to ICErg’s values of community and engagement.
**HSBC partnership with A Loving Spoonful**

HSBC Pride Network Vancouver and the HSBC Volunteer Fund once again donated to A Loving Spoonful – a Vancouver based volunteer-driven society that provides free nutritious meals to people living with HIV/AIDS in Greater Vancouver. The donation funded approximately 1,400 meals to individuals and families. Employees and their families regularly volunteer at A Loving Spoonful throughout the year doing everything including food donation inventory and organization, holiday hamper wrapping and assembly and candy pizza making!

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**Volunteering with Junior Achievement**

HSBC Group supports Junior Achievement’s “More than Money” program around the world. In Canada, we contribute more than CAN$200,000 annually to Junior Achievement (JA) in support of programs in five cities. JA is a non-profit organization that creates and delivers programs for students between the ages of eight and 18 with a focus on financial literacy, entrepreneurship and work readiness. Each year, HSBC’s Y-Knot ERG also organizes the bank’s participation in the program. After attending a program orientation on classroom management techniques, HSBC Bank Canada employees volunteer to give back to the community by delivering half-day classroom sessions on the topics of business and finance to groups of students from predominantly lower-income families.

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**‘Stuffing for a good Claus’: Boys and Girls Clubs of Vancouver**

Leading up to the holiday season, members of HSBC Canada’s Y-Knot employee resource group in BC participated in the annual “Stuff for a Good Claus” drive, working with the Boys and Girls Clubs of Vancouver to put together stockings for vulnerable youth in their communities. Employees raised CAD$1,000 in 2019 to purchase the stocking stuffers that included grocery cards, basic necessities and transit cards as well as decorating and stuffing the socks.

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**Dress for Success**

In 2019, the Balance Network continued their support of Dress for Success, a non-profit organization empowering women into the workforce by providing professional attire, career services and leadership programs, by collecting 20 brimming bags of gently-used clothing donations. One of Balance’s members spearheaded this clothing drive because she had previously relied on Dress for Success services at the start of her career.
Positive policies and practices

**FlexLeave absence programs**

We recognize that employees may require time off for personal, exceptional or unusual circumstances. They may choose from several leave types, both paid, partially paid or unpaid, to accommodate their need for time off.

<table>
<thead>
<tr>
<th>Leave Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Religious</td>
<td>Accommodates special rites or customs</td>
</tr>
<tr>
<td>Bereavement</td>
<td>Upon death of a family member</td>
</tr>
<tr>
<td>Jury and Witness Duty</td>
<td>Fulfils civic duty</td>
</tr>
<tr>
<td>Emergency</td>
<td>Personal or family emergency</td>
</tr>
<tr>
<td>Study Days</td>
<td>Pursuing academic programs</td>
</tr>
<tr>
<td>Compassionate Care</td>
<td>Care of a seriously ill family member</td>
</tr>
<tr>
<td>Maternity/Parental Leave</td>
<td>Maternity and parental support</td>
</tr>
<tr>
<td>Personal Emergency/Family Responsibility Leave</td>
<td>Supports an employee when a personal or family emergency or family responsibility occurs</td>
</tr>
<tr>
<td>Sabbatical</td>
<td>Personal reasons</td>
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<tr>
<td>Educational</td>
<td>Pursue educational program</td>
</tr>
<tr>
<td>Crime-Related Child Death or Disappearance</td>
<td>Supports an employee whose child has been a victim of a crime, which resulted in their disappearance or death</td>
</tr>
<tr>
<td>Critically Ill Child</td>
<td>Supports an employee whose child is critically ill or injured</td>
</tr>
<tr>
<td>Critically Ill Adult</td>
<td>Supports an employee whose family member is critically ill or injured</td>
</tr>
<tr>
<td>Short-Term Disability</td>
<td>Supports an employee during an illness</td>
</tr>
<tr>
<td>Long-Term Disability</td>
<td>Supports an employee during an illness that extends beyond short-term disability</td>
</tr>
</tbody>
</table>

**Wellness**

HSBC Bank Canada offers many programs and services to support our employees’ wellness and health:

- **Personal Wellness Account:** Offers employees an annual CAD$500 credit in a personal spending account that is to be used to purchase select health and fitness goods or services.
- **Employee Assistance Program:** Offers a range of professional counselling and support services to employees and their families.
- **FlexReturn Program:** Supports employees returning to work from maternity/parental leave with a reduced work schedule and full benefit coverage.
- **Psychologist Benefit:** Provides up to 12 sessions per year with a psychologist of the employee’s choice, for themselves and their eligible dependants.

- **Mental Health Disability Rehabilitation Support:** Assists employees on short- or long-term disability absences with specialized support to facilitate a healthy recovery and return to work.
- **Disability Gradual Return to Work:** Helps employees on disability leaves of absence return to work healthy and productive by returning to work gradually and with the assistance of a health management consultant.
- **Reflection/Quiet Room:** Offers employees a quiet place for personal wellness needs – mental, physical or spiritual.
It is the policy of HSBC Bank Canada and its respective subsidiaries (HSBC) to provide all employees who work for HSBC with a work environment free of harassment, and free of discrimination on the grounds of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity, gender expression, marital status, family status, disability, pardoned conviction or other applicable ground. HSBC will make every reasonable effort to prevent harassment of its employees. Any person under HSBC’s employment who subjects any employee with harassment can expect HSBC to investigate such incidents and take such disciplinary measures as HSBC deems appropriate up to and including termination.

HSBC Canada Workplace Harassment and Discrimination Policy

Consistent with our values of being dependable, open and connected, HSBC understands the importance of fostering a workplace culture that embraces and promotes diversity, equity and inclusion and is free from any form of discrimination or harassment.

The Code of Conduct (“the Code”) provides employees with conduct expectations in accordance with the values, ethics, standards and principles of our organization.

The Code also provides employees with information on how to report concerns. We encourage employees to take ownership for doing the right thing, which means speaking up without the fear of retaliation. In 2019, we focused on refreshing, and educating employees about the speak-up channels available to them.

In order to create a safe and inclusive environment, we believe in acting with courageous integrity to do what’s right. At the global level our senior leadership focused on addressing issues of workplace harassment and bullying. A Global Workplace Harassment Forum was introduced to assist local teams in investigating workplace harassment cases and to measure and assess the types of complaints being received. As part of this initiative, over 1,600 senior leaders worldwide received training on the fundamentals of workplace harassment. In Canada, our Executive Committee members and senior leaders underwent this training, enabling them to speak more confidently about workplace harassment, role model appropriate behaviours and encourage our employees to speak up.

Initiatives focused on inclusion are regularly communicated to HSBC Bank Canada employees through our internal employee website and through executive and management presentations, town hall meetings and employee events. This Employment Equity Report is published internally on our employee website as well as externally on HSBC Bank Canada’s public website.
‘The way forward’: Committed to inclusion

In 2019, we remained steadfast in our commitment to creating and sustaining an inclusive workforce and workplace and this hard work was reflected in our achievements both internally and externally. With a renewed sense of purpose and refreshed D&I strategy to embrace inclusion, we continued to make strides towards our representational goals.

While the increase this year in the representation of Indigenous/Aboriginal employees is slight and the number of persons with disabilities leaves room for improvement, we are moving towards our goals. We also continued to see an increase in the number of employees self-identifying as a member of the four designated groups.

Gender diversity continues to be a top strategic D&I priority for HSBC Canada. Overall, the representation of women in our workforce still far surpasses labour market availability, and this held true for middle and senior management categories. However, we will continue to focus on women in the “professional” category, where we still fall short of the labour market availability target.

Overall visible minority representation also remains well above labour market availability. The number of promotions and full-time hires of visible minorities remained consistent from 2018 and we continued to see year-over-year increases in the number of visible minorities in professional and middle management roles.

We also invested time in strategy building – across functions, the business and with our ERGs. Our ERG chairs were brought together for the first time for a strategic planning off-site in Vancouver. The result was strengthened partnerships and collaboration with our ERGs, more targeted D&I priorities and messaging, which laid the foundation for employee engagement that went beyond our offices in Toronto and Vancouver.

Even with such significant progress, there is a lot we can continue to improve on. In coordination with global efforts with HSBC Group, we are working to make HSBC a more welcoming and accessible environment for our colleagues with disabilities. We will also continue to listen to our colleagues and learn more from their employee experience. Inroads built this past year – including the strong collaboration forged between our ERGs, meeting employee needs more effectively and an increased focus on D&I leadership and accountability – have all enabled a growth culture that will help accelerate our pace of change.

Key to our success will be equipping our leaders and managers with more targeted D&I solutions to lead diverse teams effectively so that all employees feel they are able to thrive at HSBC today and in the years to come. Doing so will allow us to drive our business forward and continue to progress towards our goal of making HSBC Bank Canada truly inclusive and reflective of the communities where we work and live.
Key contacts

Requesting a charitable contribution

HSBC Bank Canada supports community programs that provide a measurable impact in the areas of sustainable finance, sustainable supply chains and entrepreneurship, and future skills. If you are a registered Canadian charity active in one of these areas email us at corporate_sustainability@hsbc.ca.

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