## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About this report</td>
<td>5</td>
</tr>
<tr>
<td>HSBC Canada: About us</td>
<td>7</td>
</tr>
<tr>
<td>Diversity, equity and inclusion: ‘Together we thrive’</td>
<td>8</td>
</tr>
<tr>
<td>Building a diverse and inclusive workforce</td>
<td>11</td>
</tr>
<tr>
<td>Supporting inclusive leadership</td>
<td>13</td>
</tr>
<tr>
<td>Women at HSBC Bank Canada</td>
<td>14</td>
</tr>
<tr>
<td>Visible minorities at HSBC Bank Canada</td>
<td>17</td>
</tr>
<tr>
<td>Indigenous peoples at HSBC Bank Canada</td>
<td>18</td>
</tr>
<tr>
<td>Persons with disabilities at HSBC Bank Canada</td>
<td>20</td>
</tr>
<tr>
<td>Engagement: Employee Resource Groups at HSBC</td>
<td>22</td>
</tr>
<tr>
<td>Giving back: HSBC Bank Canada in the community</td>
<td>28</td>
</tr>
<tr>
<td>Positive policies and practices</td>
<td>30</td>
</tr>
<tr>
<td>Fostering inclusion</td>
<td>32</td>
</tr>
<tr>
<td>Moving forward with D&amp;I the road ahead…</td>
<td>33</td>
</tr>
<tr>
<td>Key contacts</td>
<td>34</td>
</tr>
</tbody>
</table>
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 \textit{Employment Equity Act}.

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 \textit{Employment Equity Act} identifies and defines these four designated groups as:

\begin{itemize}
  \item Women
  \item Indigenous peoples – people who are First Nations, Inuit or Métis
  \item Persons with disabilities\(^1\)
  \item Visible minorities\(^2\)
\end{itemize}

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 and mindful, and that reflects the communities in which we serve, live and operate.

\begin{footnotesize}
\begin{enumerate}
  \item 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.
  \item People, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.
\end{enumerate}
\end{footnotesize}
"Open, dependable, connected – these are the HSBC values we uphold for each other, our customers and our communities. Each and every day, we have the opportunity to role model our commitment to diversity and inclusion – and to bring out, honour and value what makes all of us different and unique."

Linda Seymour
President & CEO
HSBC Bank Canada
HSBC Canada: About us

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 almost 40 years, Canadian and international customers have counted on our ability to bring our global experience and perspective to evolving trends and issues in Canada – helping to build the economy for the future. No other Canadian bank has our global scale and no international bank has our local presence in Canada. We are part of an extensive network covering Europe, Asia, North and Latin America, and the Middle East and North Africa.

Canada is a key contributor to the HSBC Group – one of the world’s largest banking and financial services groups with assets of USD2,984 billion at December 31, 2020. 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. As of December 31, 2020, HSBC Bank Canada employed over 5,500 people in Canada and had national representation through over 135 branches.

Employ over 5,500 people

National representation through over 135 branches

Canada’s #1 Trade Finance Bank and Best Bank for Service Quality Euromoney (2019 – 2020)

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.
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.

In 2020, 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:

- We received the Employment Equity Achievement Award by the Government of Canada four years in a row, with our latest recognition in the Sector Distinction category.
- In September 2020, Linda Seymour, EVP and Head of Commercial Banking, was appointed HSBC Canada’s second female President and CEO.
- For the first time, HSBC was included in the global Bloomberg 2020 Gender-Equality Index, a key diversity benchmark for investors.
- We were recognized as one of the Best 50 Corporate Citizens in Canada by Corporate Knights.
- For the fifth time, HSBC was named a Top Global LGBT+ Employer in the Stonewall Global Workplace Equality Index 2020 for our commitment to LGBT+ workplace equality and inclusion. We also received their Global Ally Programme Award for the first time, in recognition of our efforts to encourage colleagues to show their support for LGBT+ inclusion.
- Larry Tomei, HSBC Canada’s Head of Wealth and Personal Banking and Chair of our Diversity & Inclusion Council, was named to the 2020 INvolve HERoes list in the Advocates for Change category recognizing men who help create a more diverse and inclusive workplace for women.
- Raza Hasan, Chief Risk Officer, Wealth and Personal Banking, Canada, was recognized on Yahoo Finance’s EMpower Ethnic Minority Role Model List for 2020, a prestigious ranking of role models and champions for visible minorities in the workplace.
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 implemented a new three-year D&I strategy adding Leadership and Accountability as a fourth pillar and shifts the focus from diversity to inclusion for us to expand D&I into all aspects of the way we work, think and operate across the organization. This year, our strategy evolved to respond to the challenges emerging from the pandemic and racial unrest in different parts of the world. These events reinforced the importance of D&I and required us to accelerate our deliverables to keep up with the increasing pace of change.

The future of work and our aging workforce are additional factors we will need to consider as we evolve our D&I strategy to position us for long-term success.

- **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 build and develop our workforce of the future with an intentional approach to increase diversity representation aligned to labour market availability and HSBC’s aspirational goals, with a specific focus on underrepresented groups, including Indigenous peoples and persons with disabilities.

- **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 D&I brand trust and familiarity in our target communities.

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

"The success of any company relies on the strengths of its employees, and that’s why it’s vital that everyone who works here feels valued and empowered to fulfil their potential. At HSBC we truly celebrate difference, and we encourage conversations at every level of our organization to ensure that we embrace diversity."

Larry Tomei
Head of Wealth and Personal Banking and Chair of HSBC Canada’s Diversity and Inclusion Council

Diversity & Inclusion Council

Our D&I Council, led and made up of our Executive Committee members, oversees our D&I strategy and is a quarterly forum to strategically discuss, debate and action D&I issues of impact. 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). This year, we introduced an annual rotating ERG Chair at D&I Council meetings to ensure we stay connected to employee voices.

In 2020, Larry Tomei, HSBC Canada’s Head of Wealth and Personal Banking, was named HSBC Canada’s new D&I Council Chair. As the head of our largest business area, Larry helps inspire new levels of employee engagement across the country and increased D&I leadership in the industry. Loreli Buenaventura, the Head of Learning, Talent and Diversity & Inclusion, also continues to work in partnership with executives, business leaders, key stakeholders and designated employee group members to further embed inclusion into our organization.

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4 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.
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.

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, allowing recruiters to offer assistance with accommodations.

In 2020, together with HSBC’s global D&I team, we began updating and improving our self-identification technology to collect more comprehensive data so that we have the best possible understanding of our people. Our goal is to better identify and remove barriers to diversity representation across all levels of the organization, with a focus on the most underrepresented groups. This data-driven approach is critical to redressing inequities, defining our strategic priorities, measuring our progress and creating targeted development opportunities to grow diverse leadership pipelines.

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5 In 2021, we reviewed our values. They are now: We value difference; We succeed together; We take responsibility, and, We get it done.
Building a diverse and inclusive workforce

At HSBC, part of our purpose is to connect our customers to opportunities. We can fulfill that purpose most effectively if we truly reflect the communities we serve 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 Diversity & Inclusion team, 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 at all levels of the organization. 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 skill set, interests and qualifications.

- We increased our key community and university partners to more than 40, identifying qualified candidates for job openings, specifically targeting persons with disabilities and Indigenous candidates. These included: Canadian Council on Rehabilitation and Work, Canadian Hearing Services, Canadian National Institute for the Blind, Concordia University, Epilepsy Toronto, Humber College, Indspire, Jewish Vocational Services, Ometz Employment, Queen’s University, Squamish Nation, and the University of Victoria.

- In 2020 we delivered exclusive in-house career events for Indigenous individuals and persons with disabilities virtually using Zoom and our own internal candidate relationship systems to hold one-on-one and panel career information sessions for designated groups. Feedback was overwhelmingly positive and we plan to increase this engagement format in the future.

As a whole, our diversity sourcing strategy helps us work towards our aspirational representation goals. At year-end, representation of Indigenous individuals and persons with disabilities was 3.5 per cent and 1.17 per cent respectively.

The Head of Learning, Talent and D&I conducts annual focus groups with our recruiters across Canada to identify ways we can continually improve our diversity outreach and hiring process. We continue to embed these learnings – along with newly created global D&I Hiring Principles – as we strive towards more equitable diversity representation.

While we realize there is more work to be done to bring our representation for some groups in line with labour market availability, our programs and initiatives have positioned us well to continue to progress towards our aspirational goals.

- With the onset of the COVID-19 pandemic, our aspirational diversity hiring targets were adjusted mid-year to more closely reflect forecasting and a lower overall external hire count. We continued to see improvements year-over-year even with the pandemic’s impact. We finished 2020 strong, landing 39% above our fluid projection for diversity hiring.

- Over the last three years there has been an increased partnership between our Diversity Recruitment and Graduate & Internship Programs teams. All diverse applicants were given priority consideration in the process, resulting in persons with disabilities making up 11 per cent of our inbound graduate program cohort.

- In 2020 we took a closer look at gender representation for all of our management and leadership positions to ensure female and trans female parity. The Diversity Recruitment Relationship Manager liaised with recruitment peers and HSBC’s Sourcing Team to ensure that all efforts were being made to achieve near fifty-fifty parity for final slate presentations bank-wide.
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.

Building an inclusive workplace: Focus on leadership & accountability

In 2020, HSBC Canada refreshed its 3-year D&I Strategy to elevate our inclusion efforts in alignment with key recommendations from the Global Diversity Inclusion Benchmarks. These benchmarks help to measure progress in fostering inclusion and also provide standards to support organizations globally in realizing the depth, breadth and integrated scope of D&I practices.

The new strategy built on existing D&I priorities and added Leadership and Accountability as a new pillar to reinforce the role of leaders and people managers in modelling inclusive behaviours and driving inclusion at all levels of the organization. We are now offering more tools, training and resources to build D&I leadership capability, confidence, behaviours and accountability to help lead and inspire diverse teams as we navigate through constant change.

Leadership Essentials

Leadership Essentials was launched through our global HSBC University as a classroom course, and in 2020, was completely redesigned as a robust live online learning curriculum. This curriculum complements our efforts to build inclusive behaviours, and features 12 key skills that help our leaders lead with purpose and get the best out of others. Each skill includes virtual classroom sessions, online resources and videos that help leaders deepen and extend their leadership capability programs and online resources.

Inclusive Leadership training

This year, we introduced an Inclusive Leadership course globally to all people managers to further embed an inclusive culture. This training explores biases, what leaders can do to be more inclusive and how leaders can embed psychological safety within their teams. In Canada, training for people managers will be further enhanced as we roll out a D&I Leadership Intensive module, providing tools to de-bias processes and decision-making to ensure an inclusive career journey for our employees.

Leading Change

The Leading Change live online learning program teaches people managers best practices, how to set a healthy change culture, and how to communicate and implement change within their teams. Over 280 managers and leaders attended the program in 2020. The first five sessions filled within 24 hours, indicative of our people managers’ appetite to develop and support their teams as they navigate change.

Enhanced Enterprise Leadership

- Yearly consultations are now being held with executive and senior leaders to assimilate their feedback into HSBC Canada’s D&I strategy. This is also an opportunity to review annual D&I business line insights culled from demographic data, engagement surveys and other sources.
- Our Executive Committee and people managers now have enhanced support and toolkits to help activate D&I campaigns, highlighting tangible ways to apply, integrate and weave D&I and bias-free principles throughout everything we do.
- We have started to build a roster of leaders across Canada who can champion D&I at external events and speaking opportunities to raise our D&I visibility in our communities.
Women at HSBC Bank Canada

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<tr>
<th>Representation</th>
<th>HSBC 2017</th>
<th>HSBC 2018</th>
<th>HSBC 2019</th>
<th>HSBC 2020</th>
<th>Labour market availability*</th>
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<tbody>
<tr>
<td>Overall</td>
<td>54.17%</td>
<td>53.62%</td>
<td>52.66%</td>
<td>51.99%</td>
<td>48.20%</td>
</tr>
<tr>
<td>Senior management</td>
<td>36.00%</td>
<td>38.46%</td>
<td>32.14%</td>
<td>35.71%</td>
<td>27.60%</td>
</tr>
<tr>
<td>Middle management</td>
<td>42.11%</td>
<td>41.51%</td>
<td>42.72%</td>
<td>43.56%</td>
<td>39.40%</td>
</tr>
<tr>
<td>Professional</td>
<td>43.67%</td>
<td>44.28%</td>
<td>42.97%</td>
<td>42.79%</td>
<td>55.00%</td>
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</tbody>
</table>

* Overall labour market availability as per Employment and Social Development Canada’s 2016 Employment Equity Data Report.
Gender diversity continues to be a top strategic D&I priority for HSBC. While HSBC Canada has thrived under a gender-balanced Board of Directors and Executive Committee since 2013, we recognize that there is still more to be done. Overall, the representation of women in our workforce continues to 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 category where we still fall short of the labour market availability target.

- HSBC Bank Canada has women in four of nine board positions and 10 of the 16 top executive roles.
- In June, Linda Seymour, EVP and Head of Commercial Banking, was named President and CEO of HSBC Canada. Linda’s appointment to the role marks a noteworthy milestone for HSBC Canada as two consecutive women have now been named to the top leadership position. Linda’s appointment reflects the success of our talent development and succession planning programs in growing and advancing high-potential female talent into leadership positions.
- The HSBC Group overall also continues to make progress in advancing women into senior positions. In 2018 we set ourselves a target to have 30% of our senior leadership roles held by women by 2020 which was achieved at 30.3%. The inclusion of gender balance goals in each local CEO’s performance scorecard continues to make a positive impact on gender representation in senior leadership at the Group level.
- We remain committed to building a succession pipeline with a gender-inclusive lens. Three-year 50% female promotions targets were set to support the retention and advancement of women at targeted levels for select businesses and functions, with the majority of these areas already achieving their goals by December 31, 2020.

**Advancement of women in leadership**

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

In 2020, we again increased our participation in two global development programs designed to accelerate women leaders making successful transitions into more senior roles at HSBC Bank Canada:

- **Accelerating into Leadership:** Twenty-eight 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:** Eight 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.

**International Women’s Day**

International Women’s Day events were held throughout March across the country with the goal of inspiring curiosity to work in different areas of the business and functions, and providing more support for the advancement of women at HSBC. Highlights included:

- The launch of the “Inspirational Women of HSBC” series on our Canada newswire, which featured eight female leaders who achieved success working across different areas, functions and/or geographies;
- Exchange sessions in Toronto and Vancouver with our Executive Committee members and approximately 80 high-potential women across different groups to encourage enterprise exposure and to gain their perspectives on our D&I progress; and
- A panel discussion hosted by our Balance ERG was held in the lead-up to Rugby Sevens, which featured HSBC Executives, rugby ambassadors and local business leaders.

**Focus on women and carers**

According to research from Catalyst Inc., the closure of schools and childcare during the pandemic exacerbated existing disparities in unpaid care work. With women still undertaking a disproportionately larger share of caregiving responsibilities, this can affect their ability to fulfill work responsibilities. Feelings such as isolation, guilt from an inability to balance work and carer responsibilities as well as pressure to perform during a crisis have all surfaced during the pandemic. Here at HSBC, we continue to pay close attention to the impact on women and carers as the pandemic progresses. The continued provision of flexible working arrangements has been pivotal to meeting the needs emerging from our “new normal,” especially as approximately 95% of our non-branch staff continue to work from home throughout the pandemic.
Partnerships

Women in Capital Markets

Over the last few years, 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. WCM is a key partner in our intent to build a strong pipeline of female talent at HSBC, improve company culture and accelerate growth within our Global Banking and Markets (GBM) and Commercial Banking (CMB) lines of business in Canada.

In 2020, HSBC 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 in GBM and CMB:

- **WCM Champions of Change Award (external industry award):** Jeffrey Allsop, EVP, Head of Global Banking at HSBC Bank Canada & CEO and Chairman of HSBC Securities (Canada) Inc., and Lisa Deakin, Head, Global Markets Corporate Sales, Western Canada, were recognized on WCM’s 2020 Champions of Change list. This award is presented to individuals within finance firms who drive change and are accelerating gender diversity within the industry.

- **WCM Emerging Leaders Program:** As a 2020 Emerging Leaders award recipient, HSBC Bank Canada’s Elizabeth Steele joined an eight-month integrated leadership program that provides high-potential women with a unique and valuable professional development opportunity and positions them for success in their careers by equipping them to compete for progressively senior roles. This eight-month program offers personal and group professional coaching sessions to women with five to 10 years of capital markets experience.

- **WCM Elevate Program:** HSBC Bank Canada’s Reese Clements, Shu Wai Chu and Traci Wai participated in the WCM Elevate Program, which is designed to build influential and empowering professional relationships; develop professional skills for career advancement; and provide access to career resources while building knowledge and awareness of gender diversity and inclusion.

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.

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 since 2011 of the Women’s Executive Network (WXN), which is dedicated to the advancement, development and recognition of professional women in Canada, 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.
Visible minorities at HSBC Bank Canada

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<tr>
<th>Representation</th>
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<th>HSBC 2019</th>
<th>HSBC 2020</th>
<th>Labour market availability*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>42.30%</td>
<td>44.36%</td>
<td>43.94%</td>
<td>43.96%</td>
<td>21.30%</td>
</tr>
<tr>
<td>Professional</td>
<td>23.45%</td>
<td>25.32%</td>
<td>25.51%</td>
<td>26.27%</td>
<td>23.20%</td>
</tr>
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</table>

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

We have more than 40-million customers around the world and our staff speak 144 different languages. Our customers and communities are ethnically diverse and we are committed to building, sustaining and advancing an employee population that reflects them to ensure we are better placed to understand and meet their needs. A successful working culture with ethnic diversity also allows for a wide range of views and opinions from people of different backgrounds and helps us to innovate, manage risk and do better business as a result.

- HSBC Canada has a large proportion of visible minorities at 43.96 percent – well above labour market availability – and overall representation has increased slightly (+0.02%) year over year. We also continue to see year-over-year increases in the number of visible minorities in professional roles.

- However, promotion rates continue to lag, with only 33 per cent of total promotions going to this population (down 9.1 per cent from 2019), including only 14.3% into senior-level positions.

- Of our nine active Employee Resource Groups, three focus on members of visible minorities:
  - Asian & Pacific Islanders Committee
  - Caribbean and African Network for Diversity & Inclusion
  - South Asian Network for Diversity & Inclusion

- HSBC is proud to have signed on to the BlackNorth Initiative’s CEO Pledge to end anti-Black and all forms of systemic racism and create more opportunities for underrepresented groups. Led by the Canadian Council of Business Leaders Against Anti-Black Systemic Racism, the CEO Pledge lays out goals that include having at least 3.5 per cent of executive and board roles in Canada held by Black leaders by 2025, as well as commitments to training and community investments to support anti-racism.

- HSBC Canada also became a signatory to the Business Council of British Columbia’s Statement Against Racism, denouncing the recent rise in racist attacks in BC.

- At the Group level, the global D&I team launched HSBC’s Global Ethnicity Inclusion Program and communications campaign to understand the global challenges and opportunities for ethnic minority colleagues to improve their career progression. The program also established global standards and guidance on how we engage on ethnicity. The program aims to ensure employees:
  - Understand that ethnicity is one of HSBC’s global diversity focus strands,
  - Recognize that globally there are some common issues for people from different ethnic backgrounds and
  - Take effective action to drive positive change.

As part of the campaign, a series of resources were introduced, including guides, videos and master classes to enable all employees to recognize the global importance of ethnicity to HSBC and equip them to feel more comfortable and confident engaging with each other about ethnicity.
Indigenous peoples at HSBC Bank Canada

Recruitment of Indigenous candidates continues to be an area of focus to meet our representation goals for this population. With Indigenous youth representing Canada’s fastest-growing population, they represent a strong source of talent to consider in growing our candidate pipeline. While the total number of Indigenous peoples at HSBC Bank Canada is small, we are focused on providing development opportunities to ensure increased engagement and retention along with an environment for Indigenous colleagues to realize their full potential in the workplace.

- Overall representation of Indigenous peoples in permanent full-time and part-time positions decreased from 1.25 per cent to 1.17 per cent by the end of 2020 (-0.08% from 2019) as a result of attrition outpacing hiring and transformation activities impacting this group.

- We see opportunities to increase our focus on hiring and retaining this population, especially those in higher-level positions who tend to stay with us longer. As Indigenous peoples continue to attain higher levels of education, it is important we provide them with equitable opportunities to be hired and to advance at all levels within the organization.

- HSBC Canada’s Diversity Recruitment Team hosted an interactive webinar for Indigenous candidates featuring members of our Indigenous Canadian Employee Resource Group in a discussion about career opportunities and employee engagement. The panelists represented Corporate Banking, Global Liquidity and Cash Management, Business Transformation and our Graduate Program team. With the event yielding seven new Indigenous candidates for our recruitment pipeline, we will continue to explore ways to diversify our outreach.

Indigenous Canadian Employee Resource Group

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 honour of National Indigenous History Month and National Indigenous Peoples Day, which recognize and celebrate the history, heritage and achievements of Indigenous Peoples in Canada, ICerg planned and virtually hosted the following events throughout the month of June:
  - Bannock bake-off!: With the goal of connecting with Indigenous cuisine and local Indigenous business, a bannock bake-off event was organized. A chef from the Salmon N’ Bannock Bistro in Vancouver presented a tutorial on how to make bannock, and shared knowledge of traditional Indigenous cuisine.
  - Indigenous artist/drawing event: To promote inclusion and connection with Indigenous art, design, fashion and drawing, members were invited to participate in an Indigenous artist drawing event led by Tahltan multimedia artist and entrepreneur Alano Edzerza.
  - Indigenous Elder teaching: To raise awareness and educate members and employees about inclusion and allyship towards Indigenous peoples and culture, Cat Criger, University of Toronto Indigenous Advisor, led a session about land acknowledgements and understanding Indigenous allyship.
  - National Indigenous History Month wallpaper: To showcase Indigenous artists/photographers, several digital wallpapers designed by Indigenous artists were shared with employees, who were encouraged to set them as desktop or Zoom backgrounds during the month.

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<thead>
<tr>
<th>Representation</th>
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<th>HSBC 2019</th>
<th>HSBC 2020</th>
<th>Labour market availability*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>0.99%</td>
<td>1.19%</td>
<td>1.25%</td>
<td>1.17%</td>
<td>4.00%</td>
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</table>

* Overall labour market availability as per Employment and Social Development Canada’s 2016 Employment Equity Data Report.
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 engage in meaningful discussions on Indigenous history and truth and reconciliation.

Throughout the fall, ICErg, in partnership with Lemon Cree (an Indigenous wellness program facilitator) hosted a series of events focused on health and wellness from an Indigenous perspective to support members and employees through the pandemic:

- **Sharing circles** helped raise awareness and educate employees about Indigenous culture and perspectives. The circles also helped create space for open dialogue and learning between Indigenous and non-Indigenous communities. Lemon Cree led three interactive sharing circles that focused on traditional Indigenous foods, experiences of Indigenous women in business and allyship.

- **Fitness series – Strength and mindful movement** is a four-part fitness program promoting health and wellness. The classes helped with strengthening muscles, increasing flexibility and improving sleep and overall wellness.

A key strategic priority for ICErg in 2020 was investment and partnership with local charitable organizations focused on vulnerable Indigenous populations. To support Indigenous communities through the pandemic, ICErg donated toiletries and hygienic supplies to the Native Child and Family Services of Toronto. The materials were included in hampers that were provided to vulnerable Indigenous families. ICErg also made a charitable donation to Toronto Council Fire Native Cultural Centre’s COVID-19 response initiatives and gathered and delivered essential winter supplies to the organization.
Persons with disabilities at HSBC Bank Canada

HSBC Bank Canada remains committed to identifying, hiring, advancing and retaining persons with disabilities. We are a member of the Presidents Group, a network of change-driven British Columbia business leaders whose mission is to model and champion inclusive employment practices to make accessibility a hallmark of how British Columbia does business. Any best practice learnings are leveraged across the bank, both in Canada and globally.

Representation of persons with disabilities remained stagnant year over year as the bank’s overall employee headcount decreased due to transformation efforts. Despite this challenge, our Diversity Recruitment Team reached 80 per cent of our hiring goal for this population. As our representation still falls short of labour market availability, building disability confidence and attracting and retaining this population continues to be a key focus area.

<table>
<thead>
<tr>
<th>Representation</th>
<th>HSBC 2017</th>
<th>HSBC 2018</th>
<th>HSBC 2019</th>
<th>HSBC 2020</th>
<th>Labour market availability*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>3.44%</td>
<td>3.81%</td>
<td>3.65%</td>
<td>3.50%</td>
<td>9.10%</td>
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<tr>
<td>Professional</td>
<td>1.76%</td>
<td>1.97%</td>
<td>1.92%</td>
<td>1.82%</td>
<td>8.90%</td>
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</tbody>
</table>

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

Ability Employee Resource Group

Our Diversity Recruitment Team hosted a recruitment event for persons with disabilities with the aim of increasing brand recognition, matching candidates to open positions and growing our pipeline from this demographic population. Candidates had the opportunity to meet with our Diversity Recruitment Relationship Manager directly to discuss their skill set and career alignment to the bank.

In response to the COVID-19 pandemic, HSBC Canada's Ability employee resource group created an Accessibility Task Force to address concerns around accessibility for customers and front-line employees in our branch networks, while implementing COVID-19 preventative measures. Led by two deaf and hard of hearing employees, the task force identified actionable recommendations including sourcing transparent masks for distribution at our locations to accommodate customers and employees who rely on lip reading and explored closed captioning for Zoom meetings. Beyond the pandemic the task force will continue to identify and focus on other areas where accessibility can be improved.

On December 3, HSBC offices worldwide observed the International Day of Persons with Disabilities. Our Ability ERG and HSBC employees celebrated this day by raising awareness about different disabilities as well as how we can create a more inclusive and accessible culture at HSBC. For the first time, HSBC Canada participated in the #PurpleLightUp campaign – a global movement that celebrates and draws attention to the economic contribution of disabled employees – lighting buildings in Toronto, Vancouver, Montreal, Edmonton and Halifax, and had our partners at Rugby Canada and BC Place Stadium in Vancouver (home of the HSBC Canada Sevens), light up purple in solidarity.

#PurpleLightUp in celebration of International Day of Persons with Disabilities #HSBCAbility
Building disability confidence continues to be a key focus area within global Diversity and Inclusion at HSBC. In 2019, HSBC Group 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 how we can address them. In 2020, progress was made with the following initiatives:

- Making it easier to add closed captioning to live Zoom events to increase accessibility for employees who are deaf or hard of hearing;
- Continuing to promote our global disability smart guides, which were launched last year in partnership with the Business Disability Forum. These guides contain helpful advice on how individuals can support colleagues with a range of different disabilities;
- Marking World Autism Awareness Day and World Mental Health Day by raising awareness of the advantages and challenges of disability;
- Launching a disability confidence maturity index in 14 countries to improve the customer and employee experience for people with disabilities; and
- Committing to making employee-facing digital platforms more inclusive for employees with disabilities
Engagement: Employee Resource Groups at HSBC

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 nine 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, ability, LGBTQ2+, and support for parents and carers.

ERGs play a critical role in achieving HSBC’s ambitions for diversity and inclusion. Together they help to create a culture where everyone feels included and aligned to our HSBC values and behaviours. They are also an invaluable source of leadership and consultation, with groups 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.

In 2020, with all in-person events postponed due to the pandemic, efforts focused on reaching out to employees virtually to keep them engaged and connected. ERGs pivoted to deliver virtual events and were instrumental in bringing employees together, especially when isolated in their homes. Sessions on wellness, mental health and the continuation of celebrations such as Pride and National Indigenous History Month provided opportunities for dynamic virtual engagement and had a deep impact in supporting our employees. Our new ERG, Nurture, launched in May and has become an essential resource to support carers throughout the pandemic.

More than 4,000 employees were members of or participated in ERG-organized events throughout the year, which have included sessions on career development, speed mentoring with senior leaders, exchanges on anti-racism and anti-discrimination, discussions of mental health and wellness, and community/employee sporting events.
Balance

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 based in 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 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 be #EachforEqual in 2020. At HSBC we used this theme to spotlight the 10th anniversary of Balance. This network is one of the largest in the HSBC corporate world, with 50,000 participants, and was one of the first to take a gender-balanced approach. In Canada, as in other offices globally, the Balance IWD events focused on sharing experiences to inspire change.

  - **IWD signature event:** This year, in the lead up to the Rugby Sevens, the BC chapter of Balance hosted a D&I signature series panel discussion event – “Conversations We Care About: What Balance Means To Me” – featuring HSBC executives, rugby ambassadors and local business leaders. Employees across the country were invited to participate through a national webcast.

  - **International Women’s Day networking series:** The Ontario chapter of the Balance Network decided to take a different approach to celebrating IWD. Instead of hosting an external speaker, they held a mentoring series for members that matched women leaders and members for one-on-one virtual coffee chats.

- In May, the Ontario chapter of the Balance Network hosted a coffee chat to discuss building career skills during the lockdown.

- Balance hosted a virtual session in collaboration with our other HSBC Canada ERGs, titled “Wire Your Brain for Resilience in an Age of Disruption & Uncertainty.” Presenter Terry Small, one of Canada’s leading learning skills specialists, provided tips and tools to respond to current life challenges and helped employees prepare for future challenges in a post-COVID world of disruption.

- An inspirational speaking event was hosted by Balance with coach Sonia Zarbatany. Sonia coaches and speaks globally to empower individuals and share techniques that can be used for sales and negotiation with external as well as internal stakeholders.

- In October, as part of HSBC’s Global Balance Network’s 10-year anniversary, our local Balance Network organized a BINGO Bash event to brush-up on our gender-equality knowledge and win some prizes.

- To mark International Men’s Day, Balance hosted an executive panel discussion. Panel participants shared personal learnings and perspectives on their HSBC journey – how it defined them, their outlook and the actions they are taking today to create a more inclusive and accepting place to work not just for men, but for us all, and how we can help by being better advocates and role models.

Pride

At the global level, for the fifth time, HSBC was named a Top Global LGBT+ Employer in the Stonewall Global Workplace Equality Index 2020 for our commitment to LGBT+ workplace equality and inclusion. We also received their Global Ally Programme Award for the first time, in recognition of our efforts to encourage colleagues to show their support for LGBT+ inclusion.

At HSBC, we have global and local Pride networks that 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.

In April, HSBC Canada joined other organizations across the globe and participated in the International Day of Pink for the first time. This international day against bullying, discrimination, homophobia and transphobia originated in Canada with two students intervening when a boy was being harassed for wearing a pink shirt to school. With the onset of the pandemic, observance of International Day of Pink pivoted mostly to virtual awareness-raising events, with colleagues from coast to coast wearing pink in support of anti-bullying.
June marked the beginning of Pride celebrations held worldwide to support and celebrate LGBTQ2+ communities:

In the lead-up to Pride Month, our Pride ERG hosted a virtual well-being workshop on authenticity in the workplace. Part 1 explored a step-by-step process towards self-fulfilment and improving self-confidence and self-esteem through open communication, sharing and listening.

To support Pride Month and LGBTQ2+ inclusion, Pride ERG participated in the Global Pride Network’s virtual #24HoursofPride event on June 10th. Local Pride events and activities alongside select global events took place across a number of HSBC countries – from New Zealand through to Canada – over a 24-hour period. Our Pride ERG networks across Canada planned and delivered the following activities to support the Global Pride event:

- Part 2 of its virtual well-being workshop on authenticity in the workplace, which included an interview with special guest Barry Gollom, SVP Customer & Products, Wealth and Personal Banking, who spoke about his journey as an ally with the LGBTQ2+ community.
- Pride Zoom backgrounds were rolled out to support virtual events and promote LGBTQ2+ inclusion.
- A special Pride edition newsletter was developed, featuring an “Up close and personal” editorial with Larry Tomei, Head of Wealth and Personal Banking, Canada.

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

As annual external Pride celebrations were cancelled nationwide, HSBC Canada’s Pride ERG West chapter organized a virtual Pride celebration in August featuring a celebrity drag performance and special guests, including members of our Executive Committee.

HSBC Pride Network Vancouver and the HSBC Volunteer Fund once again donated to A Loving Spoonful – a 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.

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 2020 initiatives in three key areas:

- Networking: The “Get to Know Me” event 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.

- Professional development: Y-Knot organized several professional development events, including a virtual networking from home session with Richard Gawlas from goodlanding.co. The session focused on tactics to help build a thriving career, including how to create engaging content on LinkedIn, presenting with confidence & joy, building a personal network and more.

- Corporate wellness: A series of seminars, sessions and webinars were organized to promote employee well-being and work-life balance, covering yoga, fitness, boxing, wellness, nutrition and meditation. In addition to supporting employee wellness, these sessions provided opportunities for employees to feel connected and to care for each other during the pandemic.

SANDI

SANDI (South Asian Network for Diversity & Inclusion) 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.

With the pandemic impacting employees and their families, and having to shift to working from home and online, SANDI innovatively engaged their members through virtual events including:
Bollywood Zumba: In June, when COVID-19 was on a tear, SANDI decided to hit it harder by hosting Bollywood Zumba – a fun way of burning calories during the lockdown. Who said bankers could not dance? This session surprised everyone with some delightful moves by all participants – an excellent way to quickly adapt to 2020 and bring people together virtually.

Story time with Elsa and Spiderman: SANDI organized a unique event for HSBC parents and their kids in July called “Story Time with Elsa and Spiderman” that was hosted by then President and CEO Sandra Stuart and Head of Wealth and Personal Banking and D&I Council Chair, Larry Tomei. This fun virtual event invited kids to dress up as their favourite princess/superhero and participate in some interactive activities with Elsa and Spiderman.

Cocktail creations: In October, a virtual cocktail creation event was organized with a popular local bartender who led a fun and interactive presentation on how to make a few simple cocktails and mocktails.

SANDI Diwali celebrations: SANDI members didn’t let the dark days of the pandemic ruin their commemoration of Diwali, the festival of lights. SANDI kicked off the month-long celebration with a Bollywood trivia evening and various other employee-engagement events including a colouring contest, photo sharing and a grand finale gala featuring a virtual magic show and a panel of our Executive Committee members sharing their experiences with and around Diwali.

Membership development events: SANDI hosted several interactive sessions on collaboration, career management and mentoring, including a personal branding session with HSBC Canada’s Chief Control Officer for North America. SANDI members had the opportunity to discover their personal brand and learn how to start the right conversations for their career development. A mentoring session was also held where employees were able to seek guidance on the challenges faced due to the COVID-19 pandemic and obtain advice on personal development.

As in previous years, SANDI continued to host their signature events in 2020:

- Chai & Chat: This popular event, which was hosted virtually this year due to the pandemic, 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.

- Count Your Blessings: This annual gathering in Toronto and Vancouver also took place virtually this year. Similar to previous editions, Count Your Blessings continued to encourage attendees to share personal life experiences, including challenges they have overcome and gratitude for where they find themselves today.
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, aiming to increase the visibility and representation of Caribbean and African talent within the organization and advocating for change in organizational structures. CANDI hosted the following events in 2020 to support these goals:

- Virtual networking/mentorship sessions: A personal development session, “Be Prepared & Intentional,” with HSBC Canada’s Chief Control Officer for North America gave members an opportunity to discover their personal brand and how to start the right conversations for career development. In June, CANDI hosted a career development session – “Career Talks on Zoom” – a mentorship conversation with HSBC Canada’s EVP of Human Resources.

- Well-being events: CANDI collaborated with HSBC United States’ African Heritage Employee Resource Group on wellness-themed events in May to give members and colleagues a way to connect with each other in meaningful ways during the pandemic. Events included a meditation and mindfulness session, cardio and strength training, live cooking demonstrations and two West-African-themed dance parties.

- In honour of Black History Month, which provides an opportunity to share and learn about the experiences, contributions and achievements of peoples of African ancestry, CANDI organized various employee engagement events to raise awareness:
  - In the lead-up to Black History Month, several CANDI East members participated in a kickoff brunch in Toronto organized by the Ontario Black History Society.
  - The BC chapter of CANDI hosted the Black History Month signature event: a fireside chat on overcoming obstacles. The event featured a small group of HSBC leaders from various backgrounds who had succeeded in overcoming what once appeared to be insurmountable obstacles. To kick off the event, CANDI’s African-born Canadian co-chair shared his journey from the darkest days of segregation in southern Africa to his current role as one of HSBC Canada’s Diversity & Inclusion ambassadors.
  - CANDI’s Montreal chapter held its first-ever Black History Month event by hosting a conference with Madeleine Féquière, Chief Risk officer of Domtar Inc. entitled “An exceptional journey in the world of finance.” The discussion focused on what it takes to succeed in the world of finance as an immigrant. After the event, Ms. Féquière left with a particularly positive impression of HSBC in Canada, and expressed her happiness to see that the bank was taking action to address the lack of diversity on the corporate ladder in Quebec.
  - CANDI also invited employees to sign up for their four-part e-newsletter series entitled “Black History Moment,” profiling the achievements and contributions of notable African Canadians.

- “Continuing the Conversation” sessions: Following the death of George Floyd and the subsequent global racial unrest that followed the People Committee from HSBC Operations North America together with CANDI and its US counterpart the African Heritage Resource Group, hosted several “Continuing the Conversation” sessions. The first, a lunch and learn, focused on the positive action we could take as an organization and as individuals while standing in solidarity with our colleagues through this challenging time. The second conversation took place as a panel discussion with several HSBC leaders on the topic of “Let’s Talk About Race & Diversity.” This event included the sharing of personal or professional experiences of diversity in the community or with a diverse workforce and colleagues as well as how everyone can help to continue engaging Black and minority businesses as clients or potential clients.
APIC

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 continued to host many events in 2020, including:

- **APIC wellness events**: Each year, APIC hosts health-focused events promoting personal well-being and stress management. In early March, before the pandemic took hold of the country, a guided snowshoeing tour was organized on Cypress Mountain in British Columbia. Later in the year, APIC hosted a virtual yoga wellness event led by instructors from Oxygen Yoga & Fitness to give members a chance to take a break and focus on their well-being during the pandemic.

- **Iron Chef Challenge**: Back by popular demand, APIC hosted their signature annual event – The Iron Chef Challenge – in collaboration with Dirty Apron Cooking School. This year, the chef leveraged Zoom to guide participants virtually in preparing an entrée and a dessert. HSBC Canada President and CEO Linda Seymour and other Executive Committee members and HSBC leaders participated in the event.

Nurture

Nurture, HSBC Canada’s ninth and newest ERG, launched in May. As part of the Global Nurture Network, the ERG is committed to supporting our working parents and caregivers by providing safe spaces for conversation and connection as well as sharing resources. Nurture takes a family-friendly approach in sharing their expertise and in promoting the benefits of a family-diverse workforce while also advocating for their needs. Nurture’s first year as an ERG was invaluable in keeping employees connected and supported throughout the pandemic:

- Nurture’s first ERG event, a virtual coffee session hosted by executive sponsor Georgia Stavridis, explored the challenges parents and caregivers might be facing in balancing family life and work life. The inaugural meeting gave members the opportunity to share best tips and tricks, learn from their colleagues and connect with other working parents and caregivers. In response to highly positive participant feedback, Nurture has continued to hold these virtual coffee sessions on a monthly basis, covering different topics affecting working parents and caregivers.

- With parents facing many questions from their children following the death of George Floyd, Nurture, in collaboration with the APIC, CANDI, ICErg and SANDI ERGs, hosted a virtual session on how to talk to children about racism with guest speaker Anne-Marie Pham from the Canadian Centre for Diversity and Inclusion. In addition to exploring how to talk to children about racism, the discussion also focused on how racism/microaggressions show up in children’s lives and how to respond if children are victims or witnesses of racism.

- A discussion session with Homewood Health was initiated to help build awareness of the benefits and services of our Employee & Family Assistance Program. Nurture hosted this session with their members to ensure employees were aware of the different channels of support available to them.
Giving back: HSBC Bank Canada in the community

We have a long history of supporting the communities we call home through contributions to community programs that have a measurable impact. In 2020, HSBC Bank Canada contributed over CAD5 million, helping more than 137,000 people access community programs, including a CAD500,000 donation to support immediate COVID-19 relief efforts to United Way, Food Banks Canada and Breakfast Club of Canada. These partners provided 450,000 meals to those in need and an additional 8,300 people received outreach, mental health supports and access to basic needs.

Our strategy in Canada is part of HSBC Group’s focus on climate solutions, employability and financial capability. A portion of our donation budget is also set aside for causes and organizations that our employees are most passionate about and with whom they volunteer.

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.

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

- **Indspire, HSBC Indigenous Business Award and Soaring Youth Empowerment Conference:** Since 2014, we have provided support to 320 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. We also support the Soaring Youth Empowerment Conference for Indigenous high school students to connect to business leaders and recruiters and learn about careers in a variety of industries.

- **Pathways to Education Canada, Pathways to Education Program™ and Indigenous program development:** Since 2013, we have supported more than 1,600 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 numbers of urban Indigenous youth.

- **Enactus Canada, HSBC Women’s Entrepreneurial Leadership Program:** This program recognizes six post-secondary female student leaders with a financial award and project grant to support projects focused on the advancement of women in the 2020-21 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 2020, the program supported more than 24,000 people with in-person and virtual 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/

- **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 CAD100,000 to charitable causes that our employees care about and actively volunteer with. In 2020, more than a third of these contributions supported initiatives that directly support our diversity and inclusion areas of focus, including ERG activities.

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 2020, we worked closely with our partners to offer virtual volunteering, webinars and innovative ways to give back while staying safe and following health and safety guidelines. Colleagues volunteered more than 1,200 hours on work time, and raised more than CAD260,000 during our annual United Way Campaign.
Black Business and Professional Association: In 2020 we donated CAD125,000 to the Black Business and Professional Association (BBPA) to support Black entrepreneurs and youth to overcome systemic barriers, grow their business and seek meaningful employment. The BBPA focuses on advancing Canada’s Black community by delivering programs that support businesses, professional excellence, higher education and economic development. Our donation to the BBPA supports our participation in the BlackNorth Initiative CEO Pledge to create opportunities for underrepresented groups.

The Business Advisory Implementation Development Services program will work with Black business owners by providing the resources needed to tackle the challenges of the post-COVID recovery stage. Solutions include consulting with businesses to improve access to financing, workshops and mentorship.

HSBC’s funding will additionally support the BBPA’s Mentorship Program where youth aged 14 to 29 will receive mentorship and can participate in workshops in the areas of employability, entrepreneurship and technology. HSBC’s Caribbean and African Network for Diversity and Inclusion (CANDI) ERG works very closely with the BBPA to engage their membership in volunteer opportunities and participate in information sharing and educational opportunities.
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 (paid, partially paid or unpaid), to accommodate their need for time off.

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<thead>
<tr>
<th>Leave Type</th>
<th>Description</th>
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<tr>
<td>Religious</td>
<td>Accommodates special rites or customs</td>
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<tr>
<td>Bereavement</td>
<td>Upon death of a family member</td>
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<tr>
<td>Jury and Witness Duty</td>
<td>Fulfils civic duty</td>
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<tr>
<td>Emergency</td>
<td>Personal or family emergency</td>
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<tr>
<td>Study Days</td>
<td>Pursuing academic programs</td>
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<tr>
<td>Compassionate Care</td>
<td>Care of a seriously ill family member</td>
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<td>Maternity/Parental Leave</td>
<td>Maternity and parental support</td>
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<tr>
<td>Personal Emergency/Family Responsibility Leave</td>
<td>Supports an employee when a personal or family emergency or family responsibility occurs</td>
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<tr>
<td>Sabbatical</td>
<td>Personal reasons</td>
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<tr>
<td>Educational</td>
<td>Pursue educational program</td>
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<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>
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<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>
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<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>
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</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.

**Workplace health and wellness**

This year, HSBC also increased its support of mental health throughout the organization. Access to vital well-being and mental health resources was provided to employees to support them throughout the pandemic, including Employee Assistance Programs, comprehensive benefits, a personal wellness account, a new telemedicine program, the introduction of a new Headspace mindfulness app, and mental health resources for people managers. A dedicated COVID-19 page was also created to provide employees with real-time pandemic updates, including the latest guidance from public health officials as well as health and safety measures impacting HSBC employees, clients and customers.

To create more open dialogue on mental health in the workplace, a global awareness program was launched to provide training and resources to employees and people managers. The program provides support to help identify signs of poor mental health and build confidence in holding healthier conversations while equipping employees and managers with tools to help colleagues where needed. This initiative was supported locally through health, mental health and financial well-being seminars and education, which were well-received as reflected in our strong employee engagement survey results for well-being.
In 2020, racial unrest, both globally and in Canada, galvanized our employees in solidarity against racism while the onset of the pandemic thrust us into unprecedented times, forcing us to shift gears, adapt to different ways of working and accelerate our deliverables to keep up with the pace of change and shifting dynamics.

Consistent with our values of being dependable, open and connected, HSBC maintained focus on fostering a workplace culture that embraces and promotes diversity, equity and inclusion and is free from any form of discrimination or harassment. We launched a proactive strategy to build a safe-to-speak-up culture across HSBC globally with a campaign that raised awareness of the different channels employees can access to have their voices heard.

In Canada, anti-bullying training was provided to our Executive Committee and senior leaders, enabling them to engage in these issues more confidently, model appropriate behaviours and encourage our employees to speak up. Aligned with our global Speak Up campaign and International Day of Pink, we also continued to offer anti-harassment/anti-bullying training to the rest of the organization.

With the rise of racial incidents in different parts of the globe, including Canada, our Executive Committee and Employee Resource Group leadership reaffirmed HSBC Canada’s commitment to stand against all forms of racism and discrimination in a message sent to all employees. Leaders hosted exchange sessions with their teams to reinforce our safe-to-speak-up culture, and many employees shared their D&I suggestions for the workplace, which we continue to explore for actioning. We will continue to host these exchanges to ensure employee voices are heard while providing safe and open spaces to hold uncomfortable and challenging conversations for greater inclusive outcomes. We also continue to ramp up our efforts to further de-bias our processes and decision-making as research shows that many decisions that stifle diversity are made due to unconscious biases. As a result, efforts to determine global D&I talent management principles are currently underway.

The onset of the pandemic presented significant hurdles but also brought out our resiliency to adapt to continuous change. D&I efforts set in motion earlier this year laid the foundation for us to reach significant milestones as we evolved our three-year strategy to meet emerging workplace needs. We continue to regularly communicate our progress to HSBC Bank Canada employees through our internal employee website and through executive and management presentations, town hall meetings and employee events. In addition to publishing this Employment Equity Narrative Report internally on our employee website, we also make it available externally on HSBC Bank Canada’s public website to keep our clients and the communities we serve up to date with our D&I progress.
Moving forward with D&I the road ahead...

HSBC Bank Canada continues to build on our solid D&I foundation while reviewing employee, market, organizational and governance needs. We strive to have a workforce that truly reflects the markets and the diverse customers we serve around the world. Actions to enhance diversity and inclusion will continue under the leadership of our Executive Committee’s D&I Council, including ongoing consultations from ERGs and employees across the organization.

Moving forward, we will continue to accelerate our existing D&I efforts while adopting flexible approaches and solutions as new challenges arise. With 2020 drawing to a close, we already see opportunities to evolve our D&I strategy next year in response to emerging priorities and trends. Key among them are:

Future skills and the future of work

Breakthrough technologies, globalization and shifting workforce demographics will rapidly shape and change the way we work. HSBC has embarked on a journey to become a bank fit for the future, transforming the way we work, learn and grow. D&I can contribute to this culture of readiness by helping to facilitate change, improve resilience and nurture a growth mind-set so that our employees, customers and communities are ready for the future. Navigating these changes will require us to think about talent in new ways, evolve how we work and leverage the diversity of thought that can flourish from our diverse teams. We will leverage D&I to help deepen our learning, coaching and feedback culture, empowering every employee to be curious, connect with others and grow as we upskill our workforce and the communities we depend on to adapt and thrive.

An increasingly diverse workforce

The workforce is growing quite dramatically older due to advances in medicine and shifting demographics. While more and more workers are now reaching traditional retirement age, many will continue to work past their retirement years. This aging of the Canadian workforce will require us to focus more on accessibility and meeting the needs of people with disabilities, to support our workplace of the future.

Today at HSBC Canada, there are already five generations working alongside each other in the workplace. To navigate this demographic transition, we will need to pay close attention to the different skills and expectations of multiple generations while leveraging the strengths that each cohort can teach us. At the same time, we will need to be flexible in meeting the needs of all workers, and managers will need to be prepared to handle any conflicts that intergenerational differences may create.

Gender diversity will continue to be a top strategic D&I priority for HSBC Canada. Overall, the representation of women in our workforce still surpasses labour market availability which held true this year 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. While the number of full-time hires of visible minorities has remained consistent since 2018 and we continue to see year-over-year increases in the number of visible minorities in professional and middle management roles, more can be done to promote to senior-level roles.

Even with such significant progress, there is a lot we can continue to improve on. Next year, we will update our diversity self-identification technology and available categories to obtain a more robust understanding of the diversity of our workforce. In addition to including more options under the Indigenous and visible minority categories, we are also proactively adding a new sexual orientation category in advance of amendments to the Employment Equity Act to include the LGBTQ2+ community. This more robust diversity data collection will hopefully provide us with a more accurate and comprehensive diversity workforce profile to be the target of our D&I programming and solutions.

In co-ordination with the global team in HSBC Group, we are also increasing efforts to make HSBC a more welcoming and accessible environment for all employees, especially for our colleagues with disabilities. We will 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 today and in the years to come. As we progress towards making HSBC Bank Canada truly inclusive and reflective of the communities where we work and live, we will continue to help drive our business forward by nurturing the latent potential that diversity and inclusion can unleash.
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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