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Working with our customers, employees and communities towards a sustainable future

Now more than ever there is the need to develop the skills, business innovation and solutions that will secure sustainable growth. HSBC Bank Canada's *2019 Public Accountability Statement (PAS)*, now available online at <https://www.about.hsbc.ca/hsbc-in-canada/community>, details our commercial and philanthropic activities to support sustainable finance and future skills for the communities we serve.

2019 highlights

- Helped over 126,000 people access community programs and supported 455 businesses in their growth or efforts to become more sustainable through community investment
- Recognized as one of Corporate Knight's Best 50 Corporate Citizens in Canada
- Named as one of Canada's Best Diversity Employers
- Employees spent over 1,100 hours in sustainability training

"During these extraordinary times we are reminded of the importance of how we all come together to help each other. Whether it's finding new and improved ways to support our staff and customers or helping the most vulnerable members of society through our charitable partners, we're proud of the work we do to make a positive impact on the lives of Canadians," said **Sandra Stuart, President & CEO, HSBC Bank Canada**.

Community

In 2019, HSBC donated over \$4 million CAD to community organizations, which in-turn helped people and businesses across Canada access a wide range of programs linked to future skills and sustainable finance.

One of these partnerships is with [ABC Life Literacy Canada](#). With HSBC's support, ABC Life Literacy revised their HSBC Family Literacy First program to focus on family financial literacy. The program's in-person workshops were attended by almost 12,000 people while learning materials reached over 85,000 Canadians from coast to coast to coast.

Our people

HSBC strives to create a workplace where diversity thrives. With a gender balanced board and executive committee and close to half of our employees representing visible minorities, we are proud of our record of inclusive employment. In 2019, the bank was recognized for the fourth straight year with an Employee Equity Award by the Federal Government.

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We're working hard to ensure that HSBC remains a place where employees are valued and respected regardless of age, gender, sexual orientation, gender identity, ethnicity, religion, physical ability or any aspect of personal difference. We know that there is always more work to do, and we're continuing to build a robust and diverse pipeline of future leaders to support our ongoing growth.

Our business

In 2019, we continued to invest in making banking simpler, faster and safer for our customers – ensuring they have the financial tools they need to thrive. For example, we introduced:

- a simplified onboarding process for new corporate customers;
- Pepper, the engaging social humanoid robot, who answers common questions allowing branch staff to spend more time on important tasks for our customers; and
- new wealth investment education content available through our Investment Insights Centre and distributed directly to our customers.

We also authorized more than \$73 billion in debt financing to almost 10,000 Canadian businesses of all sizes, and provided \$1.3 billion USD in sustainable finance to assist our customers with the transition to a low-carbon economy.

Our COVID-19 support

We're providing flexibility for our customers in this unprecedented circumstance, supporting businesses in managing their working capital cycle and supply chains and individuals with financial relief programs. We also recently announced a [\\$500,000 donation](#) to support food security in vulnerable communities, such as bulk purchasing and distribution of food, community agencies providing grants for families facing food insecurity, as well as access to essential social services for those who need it most.

Details of our relief efforts to support Canadians impacted by COVID-19 will be featured in next year's report.

About HSBC Bank Canada

HSBC Bank Canada, a subsidiary of HSBC Holdings plc, is the leading international bank in the country. We help companies and individuals across Canada to do business and manage their finances internationally through three global business lines: Commercial Banking, Global Banking and Markets, and Wealth and Personal Banking. The HSBC Group is one of the world's largest banking and financial services groups with assets of US\$2,715bn at 31 December 2019. Linked by advanced technology, the HSBC Group serves customers worldwide across 64 countries and territories in Europe, Asia, North and Latin America, and the Middle East and North Africa.

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