

Mental Health at HSBC

At HSBC we are committed to supporting positive mental health for all our people, at every stage of their career, and in every region in which we operate. Everyone at HSBC has a responsibility to help make HSBC a workplace where people feel supported and are empowered to take ownership of their own mental health.

HSBC is committed to meeting recognized good practice standards. We align our global approach to employee wellbeing with the World Health Organization (WHO) Healthy Workplace Model, and where available, local good practice.

Our commitment includes making sure that all our people can access support services such as: mental health education courses, self-help and guidance via employee networks and communications, and treatment via employee assistance programmes and medical plans.

Day-to-day operational management of workplace mental health support services is owned by Human Resources, with appropriate senior management oversight.

In order to deliver our commitments, HSBC has set the following objectives:

- ◆ Regularly review and deliver an action plan to support good mental health in our organisation.
- ◆ Promote an open culture around mental health.
- ◆ Take proactive steps to develop our culture and ways of working towards creating positive mental health.
- ◆ Empower all our people to manage and prioritise their own mental health, and to support one another.
- ◆ Signpost our people to mental health tools and support.
- ◆ Measure the impact of our efforts by aiming to achieve that a significant number of employees who respond to our engagement surveys report:
 - Positive mental health
 - Feeling confident talking about mental health
 - Are aware of mental health support at HSBC

HSBC acknowledges that our employees' feeling of physical and mental wellbeing may be affected – both positively and negatively – by their working conditions. HSBC's approach to creating positive, healthy working conditions is aligned to our Values and our standards and policies in relation to, for example, Diversity & Inclusion; Health & Safety; Bullying & Harassment; Career Progression; Flexible Working.