

HSBC statement on whistleblowing arrangements

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Introduction

We want our people to feel safe and confident to speak up openly and to raise concerns about actions and behaviours that go against our values, break the law, or breach regulations or policies. We encourage our people to use the usual speak up channels to escalate these concerns; however, we understand that there are circumstances where people may not feel comfortable doing so.

HSBC Confidential is our global whistleblowing platform that enables people, both internal and external to the bank, to raise whistleblowing concerns.

Raising Concerns

There are a number of ways to report concerns through HSBC Confidential, including web portals, telephone hotlines and email. HSBC Confidential also offers the ability to raise concerns in local languages.

Matters relating to accounting and internal financial controls or auditing matters can also be reported through accountingdisclosures@hsbc.com. They are covered by the same policy standards as HSBC Confidential.

Confidentiality

Appropriate steps are taken to maintain the confidentiality and/or anonymity of both the individual raising the concern and the subject.

Investigation Standards

We have standards and policies for the investigation of cases reported to HSBC Confidential. Care is taken to ensure the investigations of all concerns are carried out thoroughly, independently and in a timely manner by the appropriate subject matter experts.

Governance

The Group Audit Committee is responsible for reviewing the effectiveness of HSBC's whistleblowing arrangements. The Committee receives regular updates on relevant matters of concern raised under these arrangements, together with any management actions taken in response.

We have also appointed non-executive whistleblowers' champions to ensure the integrity, independence and effectiveness of the firm's policies and procedures on whistleblowing.

Retaliation

We do not condone or tolerate acts of retaliation against those who raise concerns and consider any such actions as a potential disciplinary matter.