

## **HSBC Holdings plc Shareholder Communication Policy**

This shareholder communication policy, which is set by the Board, is driven by our guiding principle of courageous integrity and the HSBC values:

- Dependable and do the right thing;
- Open to different ideas and cultures;
- Connected to customers, communities, regulators and each other.

### **1. General**

- 1.1 We believe that an informed, constructive dialogue between the Board and shareholders is important to improving corporate governance.
- 1.2 We will focus on open communication and fair disclosure, with emphasis on the integrity, timeliness and relevance of the information provided. We will fully disclose information in accordance with the continuing obligations of the stock exchanges on which we are listed. We will ensure information is communicated accurately and in such a way as to avoid the creation or continuation of a false market.
- 1.3 We aim to communicate with shareholders in a way that meets their needs. New shareholders are consulted on their preference to receive documents or information from us either by means of a website or in hardcopy form.
- 1.4 We will send notifications of the availability of documents or information to those shareholders who have elected to receive documents or information from us by means of a website. Shareholders may at any time elect to receive documents or information from us in printed form. Printed copies will be provided without charge.
- 1.5 Communication with shareholders is given high priority. Extensive information about our activities is provided to shareholders in annual reports and accounts and interim reports, which are available on our website ([www.hsbc.com](http://www.hsbc.com)).
- 1.6 Our senior independent non-executive Director is available to shareholders should they have concerns that contact through the normal channels of Group Chairman, Group Chief Executive, Group Finance Director, Group Company Secretary or other executives cannot resolve or for which such contact would be inappropriate.

### **2. Financial Reporting**

The publication of financial results will be timely. We will aim to provide a fair, balanced and understandable disclosure of information to allow shareholders to assess HSBC's financial position and prospects.

### **3. Sustainability Reporting**

Information on our sustainability policies and practices is provided in our annual Sustainability Report and on our website ([www.hsbc.com](http://www.hsbc.com)). We will keep shareholders informed of the ways in which we seek to achieve sustained profits for shareholders, develop long-lasting customer relationships, value our employees and manage the social and environmental impact of our business.

### **4. General Meetings**

4.1 Registered shareholders are encouraged to attend the AGM in the United Kingdom or the Informal Meeting of Shareholders (“IMS”) held in Hong Kong.

4.2 The AGM and IMS provide opportunities for shareholders to exchange views with the Board. The Group Chairman and Directors will be available at the AGM to answer shareholders’ questions relevant to the business of the meeting. The external auditor will attend the AGM.

4.3 Detailed particulars of the items of special business to be considered at the AGM are provided to shareholders in the Notice of the AGM.

4.4 Shareholders who are unable to attend and vote at general meetings are encouraged to appoint proxies to attend, speak and vote on their behalf. Shareholders are able to submit voting instructions electronically. The AGM is webcast live and is available to view on the website for one month after the AGM.

### **5. Investment Community Communications**

5.1 The Chairman will discuss governance and strategy with major shareholders. The Chairman will ensure that appropriate steps are taken to provide effective communication with shareholders and that their views are communicated to the board as a whole.

5.2 The Senior independent non-executive director will attend sufficient meetings with the investment community to listen to their views to allow for a balanced understanding of the issues and concerns of major shareholders.

5.3 Senior executives will meet regularly with investors and analysts individually and at conferences organised for this purpose. They will also attend investor conferences organised by other financial institutions.

5.4 Senior executives who have dealings with the investment community will comply with the HSBC Investor Relations Guidelines.

### **6. HSBC Website**

6.1 We will post on our website ([www.hsbc.com](http://www.hsbc.com)) copies of our annual reports, interim reports, interim management statements, stock exchange announcements and other relevant documents or information used in communicating with investors and analysts. These will be posted as soon as practicable after they have been released to the relevant stock exchanges.

6.2 Documents posted on our website will be maintained on the website for at least five years

from the date of publication.

## **7. Webcasts**

The presentations of HSBC's interim and annual results and interim management statements are webcast and are available on our website.

## **8. Shareholders' Enquiries**

8.1 Contact details to which shareholders may address enquiries are published on our website ([www.hsbc.com](http://www.hsbc.com)).

8.2 Registered shareholders should direct any enquiries about their shareholdings (for example transfers of shares, change of name or address, lost share certificates or dividend cheques) to the Registrars at the appropriate address on the Investor Contacts page. The Registrars offer an online facility, Investor Centre, which enables shareholders to manage their shareholding electronically.

## **9. Review of this Policy**

This policy is subject to regular review by the Board to ensure its effectiveness and to reflect current best practice.

## Definitions

“AGM(s)”	The Annual General Meeting(s) of HSBC Holdings plc
“HSBC” “we”, “us” and “our”	HSBC Holdings plc together with its subsidiaries
“HSBC’s website”	<a href="http://www.hsbc.com">www.hsbc.com</a>
“Board”	the Board of Directors of HSBC Holdings plc
“investment community”	HSBC Holdings’ potential investors, analysts reporting and analysing HSBC Holdings’ performance, and the public at large
“Shareholder(s)”	holder(s) of fully paid ordinary share(s) at a nominal value of US\$0.50 each in the share capital of HSBC Holdings
“relevant stock exchanges”	The London Stock Exchange, The Stock Exchange of Hong Kong Limited, The New York Stock Exchange, Euronext Paris and the Bermuda Stock Exchange
“Policy”	this Shareholders Communication Policy of HSBC Holdings plc

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