# Snapshot: 2011 Sustainability Report

"Running a sustainable organisation means balancing the needs of customers today, with the responsibility we have to future generations."

**Douglas Flint** 

Group Chairman

# What is sustainability?

Sustainability at HSBC is about our long-term contribution: how we value our employees, help customers realise their ambitions in life and manage our environmental impact. It is also about investing in the communities we serve. Over the last five years we have donated over US\$500 million to community projects. Who we finance is as important as how we run our business. We assess corporate customers who could have a damaging impact on people, or the environment when we decide whether we will finance them. HSBC also supports the businesses and technologies which are helping the world switch to a low carbon economy.

You can read more about sustainability here www.hsbc.com/sustainability

## Our contribution

Each year we report on HSBC's social, economic and environmental contribution in our Sustainability Report. Here are some of our 2011 highlights:

## Social contribution

**1** in 7 UK first-time buyers helped to realise their ambition of homeownership

**10%** increase in global lending to small and medium sized enterprises helped businesses grow

9% of bank-financed global trade helped economies to prosper

**1st** ever Dim Sum bond issued in Latin America encouraged new investment flows between Asia and Latin America

**241** charitable trusts (holding global assets of US\$2.3b) received philanthropy advice and services

2 cities provided with structured finance for low-emission bus systems

**81%** of employees took part in our Global People Survey, 69% of employees said they are engaged

US\$96.1 million invested in community projects

**17,000** young people benefited from HSBC scholarships and bursaries

**541,000** disadvantaged children educated over the last five years thanks to Future First

#### **Environmental contribution**

**41,000** customers assessed against our sustainability risk sector policies, just 0.15% were non-compliant

**3** new industries (coal-fired power, oil sands and nuclear power) covered in energy policy, making HSBC one of the first banks to set out our approach

6,000 employees trained in sustainability risk

**1 tonne** reduction in HSBC's annual carbon emissions per person by 2020

**10** sustainable operational goals to 2020, including a US\$5m annual innovation fund to develop new products and processes

**14%** reduction in paper use (2008-11)

29% reduction in waste to landfill (2008-11)

**US\$100m** 5-year partnership with four leading environmental organisations concluded, delivering cleaner water to 32 million people, the world's largest forest research project, 17.2 million hectares helped to adapt to climate change and 20 cities cutting carbon emissions quicker. We trained 2,267 Climate Champions and 63,000 days were volunteered by HSBC employees.

#### **Economic contribution**

US\$8.0 billion paid in taxes

**US\$8.3 billion** distributed to shareholders and non-controlling interests

US\$17.5 billion spent on suppliers around the world

US\$21.2 billion paid to employees



541,000

children educated through Future First over the last five years



29%

reduction in waste sent to landfill 2008-11



tax collected for governments 2011

