



HSBC Holdings plc

Shareholder Communication Policy

This shareholder communication policy, which is set by the Board, is supported by our purpose 'Opening up a world of opportunity' and the HSBC values:

- We value difference;
- We succeed together;
- We take responsibility; and
- We get it done.

1. General

- We believe that an informed, constructive dialogue between the Board and shareholders is important to improving corporate governance.
- 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.
- 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 printed form.
- 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.
- 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 HSBC's website.
- 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 Chief Financial Officer, 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 performance, business model and strategy.
- The annual report and accounts includes the corporate governance report which contains the Directors' report and includes, amongst other things, details of the Board's activities during the year, the Board's engagement with shareholders, and the process, findings and recommendations arising from Board evaluations.

3. ESG Reporting

- In the ESG review section of the annual report and accounts we set out our approach to our climate ambition, customers, employees and governance.
- We listen to our stakeholders in a number of different ways, which we set out in more detail within the ESG review. We use the information they provide us to identify the issues that are most important to them and look to address them accordingly.

4. General Meetings

- Shareholders are encouraged to attend the AGM held in the United Kingdom or the ISM held in Hong Kong.
- The AGM and ISM provide opportunities for shareholders to pose questions to 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.
- Detailed particulars of the items of business to be considered at the AGM are provided to shareholders in the Notice of the AGM.
- 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. Shareholders are able to attend and vote electronically at the AGM and to ask questions in real time should they wish to do so or view the AGM via a live webcast, a recording of which is available on HSBC's website for two months after the AGM.

5. Investment Community Communications

- The Group Chairman will discuss governance and strategy with shareholders. The Group 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.
- The Senior Independent non-executive Director will attend meetings with the investment community to hear their views to allow for a balanced understanding of the issues and concerns of shareholders.
- When applicable, the Group Board Committee Chairs will seek engagement with shareholders on significant matters related to their areas of responsibility.
- 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.
- Senior executives who have dealings with the investment community will comply with the HSBC Investor Relations Guidelines.
- The Investor Relations team has offices in London and Hong Kong and is led by the Global Head of Investor Relations who has access to the Board and senior executives.

6. HSBC Website

- We will post on HSBC's website copies of our annual reports, interim reports, quarterly earnings releases, 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.
- Documents posted on HSBC's website will be maintained on the website for at least five years from the date of publication.

7. Results meetings with investors and analysts

- The presentations of HSBC's interim and annual results and quarterly earnings releases to investors and analysts are published live on HSBC's website on the relevant results date.

8. Shareholders' Enquiries

- Contact details to which shareholders may address enquiries are published on HSBC's website.
- Registered shareholders should direct any enquiries about their shareholdings (for example transfers of shares, change of name or address, lost share certificates or dividend payments) to our Registrars at the appropriate address on the Investor contacts page on HSBC's website. The Registrars offer an online facility, Investor Centre, which enables shareholders to manage their shareholding electronically.
- Shareholders should direct any enquiries or information requests relating to HSBC's strategy and financial and business performance to our Investor Relations teams in London and/or Hong Kong using the contact details on the Investor contacts page on HSBC's website.

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
“Board”	the Board of Directors of HSBC Holdings plc
“ESG”	Environmental, Social and Governance
“HSBC”, “Group”, “we”, “us” and “our”	HSBC Holdings plc together with its subsidiaries
“HSBC's website”	www.hsbc.com
“investment community”	actual or potential investors of HSBC Holdings plc and analysts reporting and analysing HSBC Holdings plc's performance
“ISM”	Informal Shareholders' Meeting
“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 plc
“relevant stock exchanges”	The London Stock Exchange, The Stock Exchange of Hong Kong Limited, The New York Stock Exchange and the Bermuda Stock Exchange
“Policy”	this Shareholders Communication Policy of HSBC Holdings plc