

# Mental Health at HSBC

At HSBC we are committed to supporting positive mental health for all our people (including contingent workers) 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, use the MindForward Alliance's Thriving at Work framework to benchmark our strategy, and where needed we tailor mental health initiatives to meet country-specific requirements – such as our US-specific mental health awareness module.

Our commitment includes making sure that all our people (and contingent workers where local legislation allows) 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 the People function, with global and regional leads meeting monthly to discuss priorities, with outcomes reported to our Group Operating Committee and the Board as part of annual reporting.

From 2019-2024, awareness of how to get mental health support increased from 61% to 79%, and the percentage of employees confident talking to their line manager about mental health increased from 58% to 73%. Whilst this suggests that our wellbeing strategy is improving the mental health culture at HSBC, we recognise there is more to do.

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, including contingent workers, to manage and prioritise their own mental health, and to support one another.
- ◆ Signpost our people to mental health tools and support.
- ◆ Measuring impact via our annual employee survey by maintaining positive:
  - Sentiment towards our health and wellbeing programme; with ≥70% of employees agreeing that “HSBC genuinely cares about my wellbeing”.
  - Psychological safety; with ≥70% score in the ‘Inclusion Index’.

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 as we recognise the connection each has with mental wellbeing.