

HSBC HOLDINGS PLC

ESG Data Pack

FY 2023

The financial information does not constitute financial statements prepared in accordance with International Financial Reporting Standards ('IFRSs') and should be read in conjunction with the *Annual Report and Accounts 2023*, the *Interim Report 2023*, and other reports and financial information published by HSBC.

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** Includes new disclosures to increase transparency as a result of progress towards alignment with the Hong Kong Stock Exchange listing rules, World Economic Forum (WEF) metrics, and TCFD Recommendations and Recommended Disclosures.*

HSBC Holdings plc is responsible for preparation of the ESG information and all the supporting records, including selecting appropriate measurement and reporting criteria, in our Annual Report, ESG Datapack and the additional reports published on our website.

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Sustainable finance and investment ambition

For details, please refer to 'Sustainable finance and investment' section on page 49.

Sustainable Finance and Investment - Summary

	Year				Cumulative
	2023	2022	2021	2020	
	\$bn	\$bn	\$bn	\$bn	\$bn
Capital Markets/Advisory (facilitated)	33.3	34.5	48.7	30.0	146.5
Balance Sheet Related Transactions - Total ¹	42.7	42.2	26.0	10.4	121.3
Lending Transactions ²	41.5	39.0	25.5	10.3	116.3
Guarantee Transactions ²	1.2	3.2	0.5	0.1	5.0
Investments (net new flows) ⁸	7.7	7.5	7.7	3.7	26.6
Total Contribution^{3,9}	83.7	84.2	82.4	44.1	294.4
Liabilities Transactions (deposits/issuances) ¹	0.1	0.4	0.2	0.1	0.8

Sustainable Finance and Investment - Product View

	Year				Cumulative
	2023	2022	2021	2020	
	\$bn	\$bn	\$bn	\$bn	\$bn
Green Bonds	13.7	16.0	20.0	9.9	59.6
Social Bonds	6.8	5.3	11.1	9.7	32.9
Sustainability Bonds	9.5	9.4	11.2	8.2	38.3
Transition Bonds	0.0	0.0	0.2	0.1	0.3
Sustainability Linked Bonds	2.7	3.7	5.0	1.1	12.5
Short Term Debt	0.0	0.0	0.2	0.1	0.3
ECM	0.5	0.1	1.0	0.3	1.9
Green Loan	11.8	6.4	4.0	2.1	24.3
Other Green Qualified Lending	8.3	4.4	1.5	2.7	16.9
Green Company	0.0				0.0
Social Loans	0.2	1.0	0.0	0.0	1.2
Social Qualified Lending	1.5	0.4	0.2	0.0	2.1
Sustainability Linked Loans	17.1	24.6	18.2	2.3	62.2
Green Trade Loan	1.3	1.0	0.2	0.1	2.6
Sustainable Trade Instrument	1.2	3.2	0.5	0.1	5.0
Sustainable Supply Chain Finance	0.0	0.1	1.2	0.0	1.3
Finance Advisory	0.0	0.0	0.0	0.6	0.6
Project Finance	1.4	1.1	0.2	3.1	5.8
Sustainable Finance	76.0	76.7	74.7	40.4	267.8
Investment - ESG Assessed	6.9	7.2	6.4	0.7	21.2
Investment - Thematic	0.6	0.1	1.0	2.6	4.3
Investment - Impact	0.2	0.2	0.3	0.4	1.1
ESG and Sustainable Investing⁸	7.7	7.5	7.7	3.7	26.6
Total Contribution^{3,9}	83.7	84.2	82.4	44.1	294.4
Green Liabilities (linked to green assets above)¹					
Green Deposits	0.0	0.3	0.2	0.0	0.5
Structured Green Bonds	0.1	0.1	0.0	0.1	0.3
	0.1	0.4	0.2	0.1	0.8

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Sustainable Finance and Investment - Classification by Theme View

	Year				Cumulative
	2023	2022	2021	2020	
	\$bn	\$bn	\$bn	\$bn	\$bn
Green - Use of Proceeds⁴	37.1	29.0	27.1	18.9	112.1
Green Capital Markets/Advisory	14.3	16.1	21.2	10.9	62.5
Green lending	22.8	12.9	5.9	8.0	49.6
Social - Use of Proceeds⁵	8.4	6.7	11.3	9.7	36.1
Social Capital Markets/Advisory	6.8	5.3	11.1	9.7	32.9
Social lending	1.6	1.4	0.2	0.0	3.2
Sustainable - Use of Proceeds⁶	10.7	12.6	11.7	8.3	43.3
Sustainable Capital Markets/Advisory	9.5	9.4	11.2	8.2	38.3
Sustainable lending	1.2	3.2	0.5	0.1	5.0
Sustainability Linked⁷	19.8	28.4	24.6	3.5	76.3
Sustainability Linked Capital Markets/Advisory	2.7	3.7	5.2	1.2	12.8
Sustainability Linked lending	17.1	24.7	19.4	2.3	63.5
ESG and Sustainable Investing - Net new flows⁸	7.7	7.5	7.7	3.7	26.6
Investments	7.7	7.5	7.7	3.7	26.6
Total Contribution^{3,9}	83.7	84.2	82.4	44.1	294.4

Sustainable Finance and Investment - Global Business View

	Year			
	2023	2022	2021	2020
	\$bn	\$bn	\$bn	\$bn
WPB	7.7	7.5	7.7	3.7
CMB	33.6	24.4	15.4	6.1
GBM	42.4	52.3	59.3	34.3
Total	83.7	84.2	82.4	44.1

Sustainable Finance and Investment - Legal Entity View

	Year			
	2023	2022	2021	2020
	\$bn	\$bn	\$bn	\$bn
HSBC UK Bank plc	5.9	5.9	2.8	1.3
HSBC Bank plc	32.1	40.0	43.2	22.0
The Hongkong and Shanghai Banking Corporation Limited	28.6	22.1	17.8	6.8
HSBC Bank Middle East Limited	3.4	2.1	1.7	2.4
HSBC North America Holdings Inc.	8.2	7.4	10.5	8.6
HSBC Bank Canada	1.2	3.2	2.3	1.4
Grupo Financiero HSBC, S.A. de C.V.	2.3	1.3	2.1	0.1
Other trading entities	2.0	2.2	2.0	1.5
Total	83.7	84.2	82.4	44.1

Assets under management (AUM)

	Year			
	2023	2022	2021	2020
	\$bn	\$bn	\$bn	\$bn
Sustainable AUM	73.3	55.8	29.7	12.1

1 In 2022 green liabilities were removed from the HSBC data dictionary 2022. This resulted in \$0.3bn removed from the published 2021 cumulative total, these can now be seen below the total contribution line.

2 Balance sheet related transactions capture the limit of the facility at the time it was provided. Full transaction descriptions and reporting scope are available within the Sustainable Finance and Investment Data Dictionary 2023, this can be found on our website www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

3 The \$294.4bn cumulative progress since 2020 is subject to limited assurance by PwC provided in accordance with the International Standard on Assurance Engagement 3000 (Revised) 'Assurance Engagements other than Audits and Reviews of Historical Financial Information'. For our Sustainable Finance and Investment Data Dictionary 2023 and PwC's limited assurance report, see www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

4 Green – Use of Proceeds: Green labelled products where the facility is aligned to the International Capital Markets Association's ('ICMA') Green Bond Principles (capital markets) or Loan Market Association's ('LMA'), Asia-Pacific LMA Green Loan Principles and the Loan Syndications and Trading Association ('LSTA') (lending), or where HSBC identifies that the use of proceeds would meet eligibility criteria as defined and approved by appropriate governance committees but these are not labelled or marketed as green.

5 Social – Use of Proceeds: Social labelled products where the facility is aligned to the ICMA Social Bond Principles (capital markets) or LMA, Asia-Pacific LMA Social Loan Principles and the LSTA (lending), or where HSBC identifies that the use of proceeds would meet eligibility criteria as defined and approved by appropriate governance committees but these are not labelled or marketed as social.

6 Sustainable – Use of Proceeds: Sustainable labelled products where the facility is aligned to the ICMA Sustainability Bond Guidelines (capital markets) or our Sustainable Trade Instruments (lending) which aligns use of proceeds to the United Nations SDGs. Sustainability use of proceeds can be used for green, social or a combination of green and social purposes.

7 Sustainability Linked: Sustainability linked labelled products where the facility is aligned to the ICMA Sustainability linked Bond Principles (capital markets) or LMA, Asia Pacific LMA Sustainability Linked Loan Principles and the LSTA (lending). The coupon or interest rate is dependent on whether the borrower achieves predefined sustainability performance targets. The funds can be used for general purposes.

8 Sustainable Investments - Net new flows of both HSBC-owned (Asset Management) sustainable investment funds and Wealth and Global Private Bank investments assessed against the Sustainable Finance and Investment Data Dictionary 2023.

9 Prior year values are not restated to reflect new products, which are reported only from the time they are approved via our product governance processes and data is available. Only once data is available and assured is it included within the cumulative progress, there could be a timing delay between products being provided and captured within these results.

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Climate risk metrics - Wholesale Credit Risk

For details, please refer to 'Wholesale credit risk' within Climate risk section on page 223.

The sector classifications are based on internal HSBC definitions and can be judgemental in nature. The sector classifications are subject to the remediation of ongoing data quality challenges. This data will be enhanced and refined in future years.

		2023						
Units		Automotive	Chemicals	Construction and building materials	Metals and mining	Oil and gas	Power and Utilities	Total
Exposure to sector ^{1, 2, 3, 4}	\$bn	21	17	20	14	18	22	112
Sector weight as a proportion of high transition risk sectors	%	18	16	18	13	16	19	100

1 Amounts shown in the table also include green and other sustainable finance loans, which support the transition to the net zero economy. The methodology for quantifying our exposure to high transition risk sectors and the transition risk metrics will evolve over time as more data becomes available and is incorporated in our risk management systems and processes.

2 Counterparties are allocated to the high transition risk sectors via a two-step approach. Firstly, where the main business of a group of connected counterparties is in a high transition risk sector, all lending to the group is included in one high transition risk sector irrespective of the sector of each individual obligor within the group. Secondly, where the main business of a group of connected counterparties is not in a high transition risk sector, only lending to individual obligors in the high transition risk sectors is included. The main business of a group of connected counterparties is identified by the industry that generates the majority of revenue within a group. Customer revenue data utilised during this allocation process is the most recent readily available and will not align to our own reporting period.

3 These disclosures cover the whole of the value chain of the sector. For details of financed emissions coverage, please refer to page 53.

4 The six high transition risk sectors make up 17.4% of total wholesale loans and advances to customer and banks of \$644bn. Amounts include assets held for sale.

Thermal coal financing exposures

We have now revised the basis of preparation for our thermal coal exposures. Aligned with our thermal coal phase-out policy, we applied a risk-based approach to identify clients and report on relevant exposures. Our thermal coal financing drawn balance exposure was approximately \$1bn[†] as at 31 December 2020. We continue to work on our 2021 and 2022 numbers based on our revised basis of preparation and expect to report on these in future disclosures.

[†] Data is subject to independent limited assurance by PwC in accordance with ISAE 3000/ ISAE 3410. For further details, see our *Financed Emissions and Thermal Coal Exposures Methodology and PwC's limited assurance report*, which are available at www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

For details, please refer to 'Retail credit risk' within Climate risk section on page 224.

	Year											
	2023				2022				2021			
	By value		By volume		By value		By volume		By value		By volume	
Flood risk for UK retail banking residential mortgage portfolio ^{1,3,4} by Region (Q3 2023)	% of regional lending at high risk	% of regional lending at very high risk	% of regional lending at high risk	% of regional lending at very high risk	% of regional lending at high risk	% of regional lending at very high risk	% of regional lending at high risk	% of regional lending at very high risk	% of regional lending at high risk	% of regional lending at very high risk	% of regional lending at high risk	% of regional lending at very high risk
North West	3.4	0.6	3.6	0.7	3.5	0.6	3.7	0.7	3.7	0.7	3.7	0.7
West Midlands	1.8	0.1	2.0	0.1	1.9	0.1	2.1	0.1	2.1	0.1	2.1	0.1
Wales	2.9	0.2	2.7	0.2	2.8	0.2	2.7	0.2	2.7	0.2	2.7	0.2
South West	3.1	0.2	3.1	0.2	3.0	0.2	3.1	0.2	3.1	0.2	3.1	0.2
South East	3.7	0.2	4.0	0.3	3.8	0.2	4.0	0.3	4.0	0.3	4.0	0.3
Scotland	2.6	0.2	2.7	0.2	2.7	0.2	2.8	0.2	2.8	0.2	2.8	0.3
North East	2.1	0.1	2.0	0.1	2.2	0.1	2.0	0.1	2.1	0.1	2.1	0.1
Yorkshire and Humberside	3.0	0.3	3.1	0.4	3.1	0.3	3.2	0.4	3.3	0.4	3.3	0.4
East Midlands	4.6	0.7	5.0	0.8	4.5	0.7	4.9	0.8	5.0	0.8	5.0	0.8
East of England	2.9	0.1	3.0	0.2	3.0	0.1	3.1	0.2	3.1	0.2	3.1	0.2
Greater London	4.6	0.1	5.0	0.1	4.5	0.1	5.0	0.1	5.0	0.1	5.0	0.1
Northern Ireland	2.0	0.2	2.2	0.2	2.1	0.3	2.2	0.2	2.1	0.2	2.1	0.2
UK (wide)	3.5	0.2	3.5	0.3								

	By value		By volume		By value		By volume		By volume	
	% of lending		% of lending		% of lending		% of lending		% of lending	
	Current	Potential	Current	Potential	Current	Potential	Current	Potential	Current	Potential
Energy Performance Certificate ('EPC') ratings ^{2,3,4,5} for UK retail banking residential mortgage portfolio exc. Northern Ireland (Q3 2023)										
A and B	13.9	63.3	12.5	67.3	13.2	62.5	11.7	66.9	10.8	64.4
C	26.1	33.7	27.2	30.2	24.5	34.3	25.6	30.6	24.9	31.7
D	42.1	2.7	43.2	2.3	42.9	2.9	44.3	2.3	44.7	3.4
E	14.6	0.2	14.0	0.2	15.8	0.2	15.1	0.2	16.0	0.4
F & G	3.3	0.0	3.1	0.0	3.6	0.0	3.3	0.0	3.7	0.1

¹ This table (2023) represents present day flood risk to approximately 94.2% and 94.4% of the UK retail mortgage portfolio by value and volume respectively, as at September 2023. We estimate that on a total value basis, and at risk levels based on a 2021 position, 3.5% of the UK retail mortgage portfolio is at high risk of flooding, and 0.2% is at a very high risk. This is based on data we place reliance upon from Twinn (formerly Ambiental Risk Analytics). Our current approach to risk appetite considers potential future risk.

² This table (2023) represents EPC ratings for approximately 64.5% and 55.3% of the UK retail mortgage portfolio by value and volume respectively, as at September 2023 and contains public sector information licensed under the Open Government Licence v3.0. England and Wales data is sourced from DLUHC – Department for Levelling up Housing & Communities, and Scotland data is sourced from the Scottish EPC register via quarterly address matching as part of a valuation for any new lending (where available). We currently do not have EPC data for properties located in Northern Ireland.

³ Relevant data has been collected for reporting since 2021. Data is provided quarterly by our external data provider and this analysis was based on data as at September 2023.

⁴ Due to rounding, numbers may not add up precisely to the totals provided and percentages may not precisely reflect the absolute figures.

⁵ EPC certificates issued pre-April 2012 provided an incorrect 'potential' rating which was lower than the actual rating a property could be improved to. As EPC certificates are only valid for 10 years from the date of issuance, a number of these certificates became invalid in 2022. This resulted in an increase in the percentage of our properties with a valid EPC rating that could be upgraded to a higher rating between the 2021 and 2022 reported figures.

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Exposure of our buildings to storm

For details, please refer to 'Understanding the resilience of our critical properties' section on page 230.

Number of Storm ¹	Properties at Risk 2023 ²				Business Impact
	Office	Branch	Data Centres	Buildings Affected ³	
27	197	1,640	27	5 ⁴	Minor business impact

Number of Storm ¹	Properties at Risk 2022 ²				Business Impact
	Office	Branch	Data Centres	Buildings Affected ³	
38	202	1,345	15	0	No business impact

Notes

1 Storms data is obtained from the Global Disaster Alert and Coordination System, which tracks "named" storms with dates and areas affected.

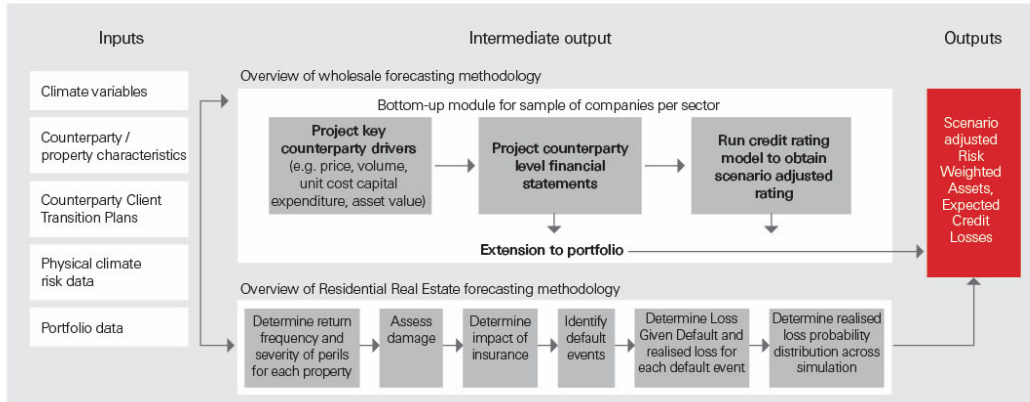
2 Properties at Risk : These are properties located within the predicted path of the storm.

3 Buildings affected are properties that have sustained some level of damage reported , such as water ingress from heavy rain or wind damage to the building fabric.

4 Mexico – During October 2023 Category 5 Hurricane OTIS hit the coast of Acapulco, Guerrero, affecting land and telephone communication in 5 branches. Communication was restored on 2nd November.

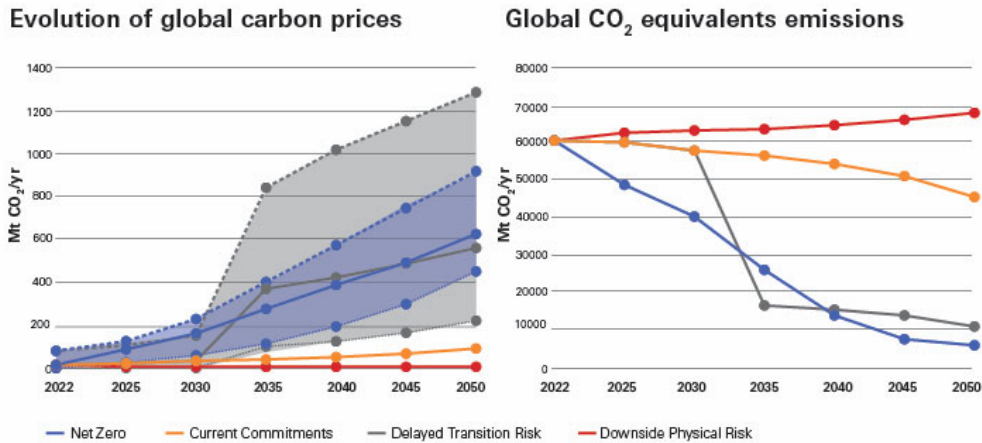
Climate scenario analysis For details, please refer to 'Insights from climate scenario analysis' section on page 225.

Overview of climate scenario analysis modelling framework¹



¹ For further details of our modelling approach, see page 226 in Annual Report and Accounts 2023.

Trajectory of global carbon prices and carbon emissions under our different climate scenarios^{2,3}



² In the chart on the left, the shaded areas for the Net Zero and Delayed Transition Risk scenarios represent the differences in carbon prices globally, with the upper ranges reflecting the average price for the key markets of the EU, UK, US and Japan, and the lower ranges reflecting the average price for the rest of the world.

³ For further details how climate change is impacting HSBC's wholesale lending portfolio, see page 227 in Annual Report and Accounts 2023.

Financed emissions

For details, please refer to 'Financed emissions' section on page 53.

		2023				
		On-balance sheet financed emissions – wholesale credit lending and project finance ^{1,2}				
Sector	Year	Scope 1-2 (Mt CO2e) [†]	Scope 3 (Mt CO2e) [†]	Emissions intensity ⁴	PCAF Data quality score ^{3,†}	
					Scope 1 and 2	Scope 3
Oil and gas	2021	2.1	18.4	N/A	2.8	2.9
	2022	1.3	16.2	N/A	3.2	3.2
Power and utilities	2021	8.1	N/A	407.0	2.9	N/A
	2022	7.6	N/A	401.7	3.3	N/A
Cement	2021	2.2	N/A	0.70	2.8	N/A
	2022	4.5	N/A	0.71	2.9	N/A
Iron, steel and aluminium	2021	2.0	N/A	2.4	3.0	N/A
	2022	2.7	N/A	2.5	3.0	N/A
Aviation	2021	2.7	0.16	85.9	3.0	3.3
	2022	2.6	0.15	86.5	3.3	2.4
Automotive	2021	0.07	3.6	215.7	2.8	2.9
	2022	0.12	5.4	216.6	2.7	2.9
Thermal coal mining	2020	0.17	3.8	N/A	3.0	3.0

2023

For details, please refer to the 'setting our targets' section on page 61.

Facilitated emissions – ECM, DCM and syndicated loans⁵ (weighted at 33%)

Facilitated emissions (33% weighting)

		PCAF Data quality score ^{3,†}				
Sector	Year ⁶	Scope 1-2 (Mt CO2e) [†]	Scope 3 (Mt CO2e) [†]	Emissions intensity ⁴	PCAF Data quality score ^{3,†}	
					Scope 1 and 2	Scope 3
Oil and gas	2019	1.6	12.7	N/A	2.3	2.7
	2020	2.7	24.0	N/A	2.0	2.1
	2021	0.90	10.5	N/A	2.9	3.1
	2022	0.36	4.7	N/A	3.3	3.3
Power and utilities	2019	2.8	N/A	420.7	2.5	N/A
	2020	2.1	N/A	410.1	2.5	N/A
	2021	1.5	N/A	364.1	2.9	N/A
	2022	1.2	N/A	358.7	2.9	N/A

1 The total amount of short-term finance excluded for the thermal coal mining sector was \$0.37bn in 2020; for all other sectors it was \$7.0bn in 2021 and \$8.5bn in 2022.

2 The total loans and advances analysed in 2020 for the thermal coal mining sector were \$2.89bn, representing 0.28% of total loans and advances to customers at 31 December 2020. For all other sectors in 2021, they were \$24.1bn representing 2.3% of total loans and advances to customers at 31 December 2021 and in 2022, they were \$23.6bn representing 2.6% of total loans and advances to customers at 31 December 2022. The total loans and advances analysed for the purpose of the financed emissions calculation and reporting have not been adjusted for assets held for sale.

3 PCAF scores where 1 is high and 5 is low. This is a weighted average score based on financing for on-balance sheet financed emissions.

4 Emissions intensity under the new aggregation method.

5 The total capital markets activity analysed applying a 100% weighting in 2019 was \$22.6bn, representing 5.5% of capital markets activity at 31 December 2019. In 2020, it was \$26.0bn, representing 6.2% of capital markets activity at 31 December 2020. In 2021, it was \$18.1bn, representing 4.1% of capital markets activity at 31 December 2021. In 2022, it was \$10.4bn representing 3.2% of capital markets activity at 31 December 2022.

6 Due to timing differences the approach for calculating 2021-2022 facilitated emissions has been enhanced compared to that of 2019-2020. Enhancements are mainly data and process-related for the later years to include more consistent and higher quality data sources and are therefore applied prospectively in line with our recalculation policy. Small methodology changes were applied as well but these do not materially change our 2019-2020 numbers.

† Data is subject to independent limited assurance by PwC in accordance with ISAE 3000/ ISAE 3410. For further details, see our Financed Emissions and Thermal Coal Exposures Methodology and PWC's limited assurance report, which are available at www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

		2023				
		Facilitated emissions – ECM, DCM and syndicated loans ¹ (weighted @ 100%)				
		Scope 1-2 (Mt CO2e) [†]			PCAF Data quality score ^{3, †}	
Sector	Year ²	Scope 1 and 2	Scope 3	Emissions intensity ⁴	Scope 1 and 2	Scope 3
Oil and gas	2019	4.9	38.4	N/A	2.3	2.7
	2020	8.1	72.8	N/A	2.0	2.1
	2021	2.7	31.7	N/A	2.9	3.1
	2022	1.1	14.1	N/A	3.3	3.3
Power and utilities	2019	8.5	N/A	420.7	2.5	N/A
	2020	6.3	N/A	410.1	2.5	N/A
	2021	4.5	N/A	364.1	2.9	N/A
	2022	3.8	N/A	358.7	2.9	N/A

For details, please refer to the 'setting our targets' section on page 61.

Facilitated emissions (100% weighting)

¹ The total capital markets activity analysed applying a 100% weighting in 2019 was \$22.6bn, representing 5.5% of capital markets activity at 31 December 2019. In 2020, it was \$26.0bn, representing 6.2% of capital markets activity at 31 December 2020. In 2021, it was \$18.1bn, representing 4.1% of capital markets activity at 31 December 2021. In 2022, it was \$10.4bn representing 3.2% of capital markets activity at 31 December 2022.

² Due to timing differences the approach for calculating 2021-2022 facilitated emissions has been enhanced compared with that of 2019-2020. Enhancements are mainly data and process-related for the later years to include more consistent and higher quality data sources and are therefore applied prospectively in line with our recalculation policy. Small methodology changes were applied as well but these do not materially change our 2019-2020 numbers.

³ PCAF scores where 1 is high and 5 is low. This is a weighted average score based financing for on-balance sheet financed emissions.

⁴ Emissions intensity under the new aggregation method.

[†] Data is subject to independent limited assurance by PwC in accordance with ISAE 3000/ ISAE 3410. For further details, see our Financed Emissions and Thermal Coal Exposures Methodology and PwC's limited assurance report, which are available at www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

Targets and progress

For details, please refer to the 'targets and progress' section on page 57.

Sector ¹	Baseline		2021		2022		2022 % change vs. baseline		2030 target	Unit ²	Target scenario
	Combined on-balance sheet financed and facilitated emissions at 33%, with 3-year moving average										
Oil and gas	42.6 in 2019		37.9		31.9		(25)%		(34)%	Mt CO2e	IEA NZE 2021
Power and utilities	513.4 in 2019		405.1		396.8		(23)%		138.0	tCO2e/GWh	IEA NZE 2021
On-balance sheet financed emissions											
Cement	0.64 in 2019		0.70		0.71		10 %		0.46	tCO2e/t cement	IEA NZE 2021
Iron, steel and aluminium	1.8 in 2019		2.4		2.5		38 %	1.05 (1.43) ³		tCO2e/t metal	IEA NZE 2021
Aviation	84.0 in 2019		85.9		86.5		3 %		63.0 ⁴	tCO2e/million rpk	IEA NZE 2021
Automotive	191.5 in 2019		215.7		216.6		13 %		66.0	tCO2e/million vkm	IEA NZE 2021
Thermal coal mining	4.0 in 2020		N/A		N/A		N/A		(70)% ⁵	Mt CO2e	IEA NZE 2021

1 Our absolute and intensity emission metrics and targets are measured based on the drawn exposures of the counterparties in scope for each sector. For oil and gas; and power and utilities, the baseline, 2021, 2022 and target type figures represent revised combined on-balance sheet financed and facilitated emissions. For iron, steel and aluminium; cement; aviation; automotive; and thermal coal mining, the baseline, 2021, 2022 and target type figures represent on-balance sheet financed emissions (no revisions applied).

2 For the oil and gas sector, absolute emissions are measured in million tonnes of carbon dioxide equivalent ('Mt CO2e'); for the power and utilities sector, intensity is measured in tonnes of carbon dioxide equivalent per gigawatt hour ('tCO2e/GWh'); for the cement sector, intensity is measured in tonnes of carbon dioxide equivalent per tonne of cement ('tCO2e/t cement'); for the iron, steel and aluminium sector, intensity is measured in tonnes of carbon dioxide equivalent per tonne of metal ('tCO2e/t metal'); for the aviation sector, intensity is measured in tonnes of carbon dioxide equivalent per million revenue passenger kilometres ('tCO2e/million rpk'); for the automotive sector, intensity is measured in tonnes of carbon dioxide equivalent per million vehicle kilometres ('tCO2e/million vkm'); and for the thermal coal

3 While the iron, steel and aluminium 2030 target is aligned with the IEA NZE 2021 scenario, we also reference the Mission Possible Partnership Technology Moratorium scenario, whose 2030 reference range is shown in parentheses.

4 Our aviation unit includes passenger and cargo tonnes, converted into revenue passenger kilometre ('rpk'), to align with our target pathway. This is comparable to revenue tonne kilometre (rtk) using a 100kg per passenger conversion factor as we already include belly and dedicated cargo in our production figures. The conversion factor changed from 95kg per passenger in the previous disclosure to align with industry practice.

5 The thermal coal mining scope differs from the other sectors. We include solely emissions from thermal coal production and coal power generation, rather than the total emissions of a counterparty within a sector, to reflect the absolute financed emissions reduction thermal coal mining sector target.

Revisions Sector	Reporting metrics	Previously reported		Recalculated metrics		Percentage change	
		2019	2020	2019	2020	2019	2020
Oil and gas	On-balance sheet financed - Mt CO2e	33.0	30.1	28.4	25.0	(14)%	(17)%
	Facilitated (100% weighting) - Mt CO2e	29.5	N/A	43.2	N/A	47 %	N/A
Power and utilities	On-balance sheet financed -	589.9	509.6	537.5	511.1	(9)%	— %
	Facilitated (100% weighting) -	360.0	N/A	420.7	N/A	17 %	N/A

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Environmental key facts

For details, please refer to the 'Net zero in our own operations' section on page 64.

		Year				
		2023	2022	2021		
Reporting Coverage as % of Group FTE	Units	96.0 %	92.4 %	92.2%		
Energy and travel greenhouse gas emissions^{1,2}						
Scope 1	tonnes CO2e	16,918	19,329	22,220		
Scope 2 (market-based)	tonnes CO2e	167,174	223,334	307,023		
Scope 3 emissions						
Category 1: Purchased Goods and Services	tonnes CO2e	859,256	865,747	868,787		
Category 2: Capital Goods	tonnes CO2e	121,783	144,232	126,611		
Category 6: Business Travel	tonnes CO2e	109,241	42,285	11,595		
Total	tonnes CO2e	1,274,372	1,294,927	1,336,236		
Supply chain greenhouse gas emissions						
		Year				
		2023	2022	2021		
Purchased Goods & Services²						
Scope 1 & 2	tonnes CO2e	189,737	218,152	252,220		
Data quality score ³		3.0	3.1	3.0		
Scope 3	tonnes CO2e	669,519	647,595	616,567		
Data quality score ³		3.1	3.3	3.3		
Total purchased goods & services (Scope 1,2 &3)	tonnes CO2e	859,256	865,747	868,787		
Capital Goods²						
Scope 1 & 2	tonnes CO2e	28,361	29,801	31,324		
Data quality score ³		2.9	3.1	3.1		
Scope 3	tonnes CO2e	93,422	114,431	95,287		
Data quality score ³		3.0	3.4	3.3		
Total capital goods (Scope 1,2 &3)	tonnes CO2e	121,783	144,232	126,611		
Our financed emissions⁴						
Scope 3 - indirect (Downstream activities - investments and financed emissions)		Year				
		2023	2022	2021	2020	2019
Combined on-balance sheet financed and facilitated emissions						
Oil and gas	Mt CO2e	N/A	31.9	37.9	45.5	42.6
Power and utilities	tCO2e/GWh	N/A	396.8	405.1	490.7	513.4
On-balance sheet financed emissions						
Cement	tCO2e/t cement	N/A	0.71	0.70	0.64	0.64
Iron, steel and aluminium	tCO2e/t metal	N/A	2.5	2.4	2.0	1.8
Aviation	tCO2e/million rpk	N/A	86.5	85.9	103.9	84.0
Automotive	tCO2e/million vkm	N/A	216.6	215.7	176.2	191.5
Thermal coal mining	Mt CO2e				4.0	

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GHG emissions intensity ratio¹

By Scope				
Scope 1 - direct	tonnes CO2e/FTE	0.08	0.09	0.10
Scope 2 - indirect	tonnes CO2e/FTE	0.76	1.02	1.37
Scope 3 - indirect (Category 1: Purchased Goods and Services)	tonnes CO2e/FTE	3.88	3.94	3.86
Scope 3 - indirect (Category 2: Capital Goods)	tonnes CO2e/FTE	0.55	0.66	0.56
Scope 3 - indirect (Category 6: Business Travell)	tonnes CO2e/FTE	0.49	0.19	0.05
Total GHG emissions per FTE - Scope 1, 2 and 3 (category 6)	tonnes CO2e/FTE	1.32	1.30	1.52
Total GHG emissions per FTE - Scope 1, 2 and 3 (category 1, 2 and 6)		5.75	5.90	5.94

GHG emissions per m²

By Scope				
Scope 1	tonnes CO2e/m ²	0.01	0.01	0.01
Scope 2	tonnes CO2e/m ²	0.07	0.09	0.10
Scope 3 - Cat 1 (Purchased Goods & Services)	tonnes CO2e/m ²	0.34	0.33	0.29
Scope 3 - Cat 2 (Capital Goods)	tonnes CO2e/m ²	0.05	0.06	0.04
Scope 3 – Cat 6 (Business Travel)	tonnes CO2e/m ²	0.04	0.02	0.00
Total GHG emissions per m ² - Scope 1, 2 and 3 (category 6)	tonnes CO2e/m ²	0.12	0.12	0.11
Total Total GHG emissions per m ² - Scope 1, 2 and 3 (category 1, 2 and 6)	tonnes CO2e/m ²	0.50	0.51	0.44

GHG emissions (Scope 1, 2 and 3 (category 6)) per FTE by region⁶

Europe	tonnes CO2e/FTE	1.15	0.64	0.42
Asia	tonnes CO2e/FTE	1.17	1.25	1.72
North America	tonnes CO2e/FTE	3.00	2.45	2.14
Latin America	tonnes CO2e/FTE	0.51	1.11	1.25
Middle East and North Africa	tonnes CO2e/FTE	2.28	2.23	2.87

Resource Efficiency⁶

Energy				
Total electricity consumption	kWh in 000s	697,388	711,809	729,243
Primary fuel sources (gas, oil, diesel etc.)	kWh in 000s	75348	85,455	103,648
Total energy consumption	kWh in 000s	772,736	797,264	832,891
Of which:				
Total renewable electricity from PPA	kWh in 000s	206,313	211,492	207454
Renewable electricity from other sources	kWh in 000s	200,744	132,510	66061
Energy consumption per FTE	kWh/FTE	3,633	3,923	4,019
Energy consumption per m ²	kWh/ m ²	304	305	277

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Waste			
Waste disposed	kilotonnes	5	5
Waste recycled	kilotonnes	7	8
Total waste produced	kilotonnes	12	13
Waste disposed per FTE	tonnes/FTE	0.02	0.02
% recycled	%	58	61
Water			
Total water consumption	thousand m ³	1,568	1,501
Water consumption per FTE	m ³ /FTE	7.37	7.40
Business travel			
Short haul air travel	million km	116	49.0
Long haul air travel	million km	153	67.0
Air travel	million km	269	116.0
Rail travel	million km	16	9.0
Road travel	million km	31	24.0
Other travel	million km	20	7.0
Total business travel	million km	336	156.0
Business travel per FTE	km/FTE	1580	770

CO₂e: Carbon dioxide equivalent

FTE: Full-time equivalent employee

- Our environmental data for our own operations is based on a 12-month period to 30 September. The environmental reporting year is not fully aligned to the financial reporting year covered by the Annual Report and Accounts. Please refer to our reporting guidance, methodology and PwC's limited assurance report at <https://www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre>.

- The environmental data for our own operations, including but not limited to greenhouse gas emissions, water consumption, energy consumption is representative of our offices, data centres and branches. It does not include the impact of our colleagues working from home.

1 The data has been uplifted and scaled up. To estimate the emissions of our operations in countries and territories where we have operational control and a small presence, we scale up the emissions data from reporting coverage as percentage of Group FTE to 100%. We then apply emission uplift rates to reflect uncertainty concerning the quality and coverage of emission measurement and estimation. This is consistent both with the Intergovernmental Panel on Climate Change (IPCC)'s Good Practice Guidance and Uncertainty Management in National Greenhouse Gas Inventories and our internal analysis of data coverage and quality.

2 Our data is now presented on an absolute value basis and not rounded values. Data in 2023 is subject to an independent limited assurance by PwC in accordance with International Standard on Assurance engagements 3410 (Assurance Engagements on Greenhouse Gas Statements). For further details, see GHG Reporting Guidance 2023 and third-party limited assurance report at www.hsbc.com/our-approach/esg-information/esg-reporting-and-policies. In respect of data in 2022 and 2021, see our relevant Annual Reports.

3 Data quality scores where 1 is high and 5 is low, based on the quality of emissions data. This is a weighted average score based on HSBC supplier spend and is in line with HSBC's financed emissions reporting methodology.

4 Our absolute and intensity emission metrics and targets are measured based on the drawn exposures of the counterparties in scope for each sector. For oil and gas; and power and utilities, the baseline, 2021, 2022 and target type figures represent revised combined on-balance sheet financed and facilitated emissions. For iron, steel and aluminium; cement; aviation; automotive; and thermal coal mining, the baseline, 2021, 2022 and target type figures represent on-balance sheet financed emissions (no revisions applied).

5 For the oil and gas sector, absolute emissions are measured in million tonnes of carbon dioxide equivalent ('Mt CO₂e'); for the power and utilities sector, intensity is measured in tonnes of carbon dioxide equivalent per gigawatt hour ('tCO₂e/GWh'); for the cement sector, intensity is measured in tonnes of carbon dioxide equivalent per tonne of cement ('tCO₂e/t cement'); for the iron, steel and aluminium sector, intensity is measured in tonnes of carbon dioxide equivalent per tonne of metal ('tCO₂e/t metal'); for the aviation sector, intensity is measured in tonnes of carbon dioxide equivalent per million revenue passenger kilometres ('tCO₂e/million rpk'); for the automotive sector, intensity is measured in tonnes of carbon dioxide equivalent per million vehicle kilometres ('tCO₂e/million vkm'); and for the thermal coal mining sector, absolute emissions are measured in million tonnes of carbon dioxide equivalent ('Mt CO₂e').

6 The data has been collected based on actual consumptions/ emissions and has not been uplifted and scaled up. Thus, the data of our operations in some countries and territories where we have operational control and a small presence may have not been included due to the data collection challenges.

Scope 2 Electricity Dual Reporting

For details, please refer to 'Emissions from our energy and travel' within Net zero in our own operations section on page 64.

		2023		
	Market-Based Total (tonnes CO ₂ e) ¹	Location-Based Total (tonnes CO ₂ e)	Instrument types ²	
Argentina	4,228	4,232	No market information available hence IEA factors used	
Bahrain	1,077	1,311	Onsite renewable covers 18% of Bahrain electricity consumption	
Mainland China	1,071	16,202	GECs covering 94% of electricity consumption in Mainland China	
France	444	1,054	REGOs cover 80% of French consumption - Residual Mix from AIB for the rest	
Germany	4	1,329	Supplier emission rate for 100% of the German consumption	
Hong Kong	74,251	113,396	RECs covering 35% of the electricity consumption in Hong Kong - IEA factor for the remainder	
India	12,408	28,388	PPAs and Green Tariffs covering 56% of the electricity consumed in India - National Factor from the Government of India Ministry of Power for the remainder	
Malta	1,080	1,146	Residual Mix from AIB	
Mexico	0	35,596	PPA covering 56% of the energy consumed in Mexico, RECs cover the remainder of consumption	
Malaysia	2,147	6,272	Green Tariffs covering 57% of the electricity consumed in Malaysia - IEA factor for the rest	
Middle East and Türkiye (excluding Bahrain)	12,189	12,197	No market information available hence IEA factors used	
Philippines	1,518	4,484	Green Tariffs covering 67% of the electricity consumed in the Philippines - IEA factor for the remainder	
Poland	68	598	Supplier emission rate for 89% of the electricity consumed in Poland - IEA factor for the remainder	
North America	17,671	18,513	eGrid for US & IEA factors for the remainder	
Rest of Asia Pacific	22,828	23,814	Green Tariffs in place in Japan and New Zealand - IEA factors used for the remainder	
Switzerland	4	80	Green Tariff in place for 52% of consumption - Residual mix for the rest	
United Kingdom	544	37,539	Wind and Solar PPAs covering 84% of the energy consumed in the UK - REGOs to cover 14% of the electricity consumed in the UK - Residual Mix for the remaining UK consumption due to landlord service charge	
Scope 2 Group Total (before uplift and scale up)	151,532	306,151		
Group total Scope 2 after uplift and scale up ³	167,174	331,560		

Scope 2 Electricity Dual Reporting

		2022		
	Market-Based Total (tonnes CO ₂ e)	Location-Based Total (tonnes CO ₂ e)	Instrument types ²	
Argentina	3,646	3,646	No market information available hence IEA factors used	
Bahrain	1,054	1,251	Onsite renewable covers 16% of Bahrain electricity consumption	
France	65	1,153	REGOs cover 94% of French consumption - Residual Mix from AIB for the rest	
Germany	—	1,250	Supplier emission rate for 100% of the German consumption	
Hong Kong	77,129	114,670	RECs covering 33% of the electricity consumption in Hong Kong - IEA factor for the rest	
India	23,977	35,215	PPAs and Green Tariffs covering 32% of the electricity consumed in India - National Factor from the Government of India Ministry of Power for the rest	
Malta	1,392	1,392	Residual Mix from AIB	
Malaysia	3,899	9,174	Green Tariffs covering 58% of the electricity consumed in Malaysia - IEA factor for the rest	
Philippines	1,363	3,491	Green Tariffs covering 61% of the electricity consumed in the Philippines - IEA factor for the rest	
Mexico	15,829	36,983	PPAs covering 57% of the energy consumed in Mexico - National Factor from the Government of Mexico for the rest	
Middle East and Türkiye (excluding Bahrain)	14,476	14,476	No market information available hence IEA factors used	
North America	19,212	19,212	eGrid for US - IEA factors for the rest	
Rest Asia Pacific	27,940	30,235	Supplier emission rate for 14% of consumption in Mainland China - IEA factor for the rest	
Switzerland	33	83	Green Tariff in place for 49% of consumption - Residual Mix for the rest	
United Kingdom	2,559	36,021	Wind and Solar PPAs covering 82% of the energy consumed in the UK - REGOs to cover 14% of the energy consumed in the UK - Residual Mix for the remaining UK consumption due to landlord service charge	
Scope 2 Group Total (before uplift and scale up)	192,574	308,251		
Group total Scope 2 after uplift and scale up ³	223,334	346,837		

Scope 2 Electricity Dual Reporting

	2021		Instrument types ²
	Market-Based Total (tonnes CO2e)	Location-Based Total (tonnes CO2e)	
Argentina	4,958	4,958	No market information available hence IEA factors used
Bahrain	1,052	1,131	Onsite renewable covers 7.5% of Bahrain electricity consumption
France	228	1,299	REGOs cover 83.5% of French consumption - Residual Mix from AIB for the rest
Germany	42	3,002	Supplier emission rate for 99% of the German consumption - Residual Mix from AIB for the rest
Hong Kong	127,524	129,876	RECs covering 1.8% of the electricity consumption in Hong Kong - IEA factor for the rest
India	23,134	30,239	PPAs covering 23% of the electricity consumed in India - National Factor from the Government of India Ministry of Power for the rest
Malta	1,462	1,390	Residual Mix from AIB
Mexico	17,858	43,941	PPAs covering 60% of the energy consumed in Mexico - National Factor from the Government of Mexico for the rest
Middle East and Türkiye (excluding Bahrain)	15,808	15,808	No market information available hence IEA factors used
North America	22,070	22,070	eGrid for US - IEA factors for the rest
Rest Asia Pacific	49,271	49,271	No market information available hence IEA factors used
Switzerland	1	83	Supplier emission rate
United Kingdom	1,947	39,034	Wind and Solar PPAs covering 79% of the energy consumed in the UK - REGOs to cover 17% of the energy consumed in the UK - Residual Mix for the remaining UK consumption due to landlord service charge
Scope 2 Group Total (before uplift and scale up)	265,357	342,103	
Group total Scope 2 after uplift and scale up³	307,023	385,924	

CO2e: Carbon dioxide equivalent

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¹ Percentage of operations actually reported in 2023 under the market basis: 58.4% of HSBC's Energy consumption in KWh before uplift and scale up.

² Instruments types have been checked against Scope 2 Greenhouse Gas Protocol quality criteria.

³ Data is subject to limited assurance by PwC provided in accordance with the International Standard on Assurance Engagements 3410 'Assurance Engagements on greenhouse gas statements'. Please see GHG Reporting Guideline 2023, CO2 Emissions Reporting Guidance and PwC Assurance Report (available at <https://www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre>).

Glossary

AIB	Association of Issuing Bodies
IEA	International Energy Agency
PPA	Power Purchase Agreement
REGO	Renewable Guarantee of Origin
REC	Renewable Energy Certificate

Sources

GHG Scope 2 Guidance	https://ghgprotocol.org/scope_2_guidance
Residual Mix	https://www.aib-net.org/sites/default/files/assets/facts/residual-mix/2022/AIB_2022_Residual_Mix_Results_inclAnnex.pdf
eGrid	https://www.epa.gov/egrid/download-data
Government of India Ministry	https://cea.nic.in/wp-content/uploads/baseline/2023/01/Approved_report_emission_2021_22.pdf
Government of Mexico	https://www.gob.mx/cms/uploads/attachment/file/806468/4_-_Aviso_FE_2022_1_.pdf

For details, please refer to 'Our presence in environmentally sensitive areas' within Net zero in our own operations section on page 64.

Units	Year ²															
	2023	% of Total portfolio ³	2022	% of Total portfolio ³	2021	% of Total portfolio ³										
Land use and ecological sensitivity ⁴																
Number of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA)	number of properties	52	1.7	51	1.6	64	1.7									
Area of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA)	square mts ⁴	23,948	0.9	21,543	0.7	55,569	1.6									
Water consumption in water - stressed areas ⁵																
		2023				2022					2021					
		Branch	Data centre	Office	Total portfolio	% of Total portfolio	Branch	Data centre	Office	Total portfolio	% of Total portfolio	Branch	Data centre	Office	Total portfolio	% of Total portfolio
Number of sites located in or near water stressed areas	number of properties	1,507	28	160	3,080	55.0	1,647	22	156	3,122	58.5	933	11	105	3,750	28.0 %
Fresh water consumed (withdrawals minus discharges of equal quality) in water-stressed areas for own operations ^{7,8}	mega ltr	250	37	419	1,411	50.0	340	42	575	2,408	39.7	237	34	311	1,594	36.5 %

1. Protected areas and key biodiversity areas (KBA) information was extracted from the World Database on Protected Areas, managed by the United Nations' Environment Programme World Conservation Monitoring Centre.

2. The data was captured in December of each reporting year.

3. The % of Total portfolio refers to the percentage of HSBC's properties that are located within the outline of each protected area within the market.

4. Property areas are measured in square metres or square feet whereas land areas are measured in hectares. In this case the metric is the area of the properties within the protected areas (not including adjacent areas) with square meters being the measure.

5. Water stress data is extracted from the World Resource Institute Aqueduct water risk atlas tool, which was modelled at the intervals of 2020, 2030 and 2040. Data set is filtered to only markets where we have an active or mothball property. The data includes water use in own premises (owned or leased) where sub-metering is available and/or we pay the utility bill. We do not capture data throughout the supply chain or service type office locations where utilities are rentalised.

6. Data modelling of water stress areas has started since 2021. Hence data in 2020 is not available. The reporting year of 2023 data is from 1 Oct 2022 to 30 Sep 2023. The reporting year is not fully aligned to the financial reporting year covered by the Annual Report and Accounts. Please refer to our reporting guidance, methodology and assurance report at ESG Reporting Center.

7. The decrease in total consumption in 2023 reflects the reduction in the number of properties as part of the portfolio optimisation programme, changes to the WRI database of High and Very High areas of water stress and our on-going water conservation measures across the portfolio e.g. the installation of flow restrictors, automatic taps and more efficient heat rejection equipment.

8. Total and actual water consumption for some premises maybe overstated due to the need to estimate in lieu of actual bill (consumption) data for new or landlord managed premises.

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Employee profile data

For details, please refer to 'Creating a diverse environment' section on page 77.

	Year		
	2023	2022	2021
1) Number of employees by region			
Asia (excluding Hong Kong)	104,960	101,226	98,115
Hong Kong	26,625	27,248	28,720
Europe (excluding UK RFB)	33,232	33,725	34,564
UK RFB	20,030	20,164	20,983
Middle East and North Africa	8,875	9,512	9,035
North America	11,080	11,422	13,062
Latin America	20,492	20,473	20,258
Total¹	225,294	223,770	224,737
2) % of employees by gender²			
All employees			
Male	48.3%	48.2%	48.2%
Female	51.7%	51.8%	51.8%
All senior leaders³			
Male	65.9%	66.7%	68.3%
Female	34.1%	33.3%	31.7%
Women in management⁴			
Group executive	21.1%	19.0%	19%
General manager	33.8%	31.3%	N/A
Managing director	29.2%	27.7%	N/A
All management positions	46.0%	45.6%	45.4%
Middle management positions	37.6%	37.3%	37.3%
Junior management positions	49.4%	49.1%	48.9%
Women promoted⁵			
Promotions to senior management	39.6%	38.1%	42.4%
Promotions to middle management	39.3%	39.2%	39.5%
Promotions to junior management	56.5%	55.9%	52.1%
% of employees by gender by region			
Asia (excluding Hong Kong)			
Male	48.4%	48.4%	48.5%
Female	51.6%	51.6%	51.5%
Hong Kong			
Male	46.2%	46.2%	46.3%
Female	53.8%	53.8%	53.7%
Europe (excluding UK RFB)			
Male	52.9%	52.9%	53.0%
Female	47.1%	47.1%	47.0%
UK RFB			
Male	39.3%	38.5%	38.9%
Female	60.7%	61.5%	61.1%
Middle East and North Africa			
Male	48.7%	49.1%	49.6%
Female	51.3%	50.9%	50.4%
North America			
Male	51.2%	51.1%	49.4%
Female	48.8%	48.9%	50.6%
Latin America			
Male	49.8%	49.9%	49.4%
Female	50.2%	50.1%	50.6%

3) % Senior leaders by Global Business Group	Year					
	2023		2022		2021	
	Male	Female	Male	Female	Male	Female
Global Banking & Markets	74.3%	25.7%	74.5%	25.5%	75.8%	24.2%
Commercial Banking	66.2%	33.8%	68.2%	31.8%	68.6%	31.4%
Wealth and Personal Banking	63.2%	36.8%	63.5%	36.5%	64.3%	35.7%
Digital Business Services	66.4%	33.6%	67.5%	32.5%	70.1%	29.9%
Global Functions	58.9%	41.1%	60.2%	39.8%	61.7%	38.3%
Other ⁶	63.6%	36.4%	65.7%	34.3%	68.9%	31.1%
UK						
Global Banking & Markets	76.5%	23.5%	76.3%	23.7%	77.1%	22.9%
Commercial Banking	64.6%	35.4%	70.3%	29.7%	69.1%	30.9%
Wealth and Personal Banking	67.2%	32.8%	67.5%	32.5%	70.0%	30.0%
Digital Business Services	68.5%	31.5%	70.3%	29.7%	72.6%	27.4%
Global Functions	60.3%	39.7%	60.8%	39.2%	62.4%	37.6%
Other ⁶	67.5%	32.5%	67.0%	33.0%	69.1%	30.9%
US						
Global Banking & Markets	78.2%	21.8%	78.8%	21.2%	80.6%	19.4%
Commercial Banking	68.9%	31.1%	69.0%	31.0%	65.5%	34.5%
Wealth and Personal Banking	63.8%	36.2%	63.5%	36.5%	62.9%	37.1%
Digital Business Services	63.6%	36.4%	67.3%	32.7%	65.0%	35.0%
Global Functions	64.0%	36.0%	65.6%	34.4%	67.8%	32.2%
Other ⁶	41.5%	58.5%	56.8%	43.2%	67.9%	32.1%
Hong Kong						
Global Banking & Markets	69.0%	31.0%	69.5%	30.5%	69.6%	30.4%
Commercial Banking	64.1%	35.9%	61.4%	38.6%	64.1%	35.9%
Wealth and Personal Banking	52.4%	47.6%	52.9%	47.1%	53.0%	47.0%
Digital Business Services	65.4%	34.6%	65.3%	34.7%	70.1%	29.9%
Global Functions	56.2%	43.8%	58.4%	41.6%	59.2%	40.8%
Other ⁶	55.0%	45.0%	58.6%	41.4%	57.1%	42.9%
mainland China						
Global Banking & Markets	55.0%	45.0%	55.0%	45.0%	58.3%	41.7%
Commercial Banking	59.3%	40.7%	57.4%	42.6%	58.9%	41.1%
Wealth and Personal Banking	49.0%	51.0%	46.9%	53.1%	45.5%	54.5%
Digital Business Services	59.3%	40.7%	63.3%	36.7%	65.9%	34.1%
Global Functions	31.8%	68.2%	29.7%	70.3%	35.2%	64.8%
Other ⁶	51.6%	48.4%	46.9%	53.1%	50.0%	50.0%
Mexico						
Global Banking & Markets	75.0%	25.0%	70.6%	29.4%	73.7%	26.3%
Commercial Banking	79.4%	20.6%	81.5%	18.5%	78.4%	21.6%
Wealth and Personal Banking	65.0%	35.0%	71.7%	28.3%	72.1%	27.9%
Digital Business Services	50.0%	50.0%	42.9%	57.1%	51.9%	48.1%
Global Functions	59.5%	40.5%	66.2%	33.8%	66.3%	33.8%
Other ⁶	75.0%	25.0%	75.0%	25.0%	100.0%	0.0%
India						
Global Banking & Markets	84.8%	15.2%	84.6%	15.4%	89.4%	10.6%
Commercial Banking	70.8%	29.2%	81.5%	18.5%	77.8%	22.2%
Wealth and Personal Banking	75.0%	25.0%	81.8%	18.2%	84.0%	16.0%
Digital Business Services	71.7%	28.3%	69.1%	30.9%	72.2%	27.8%
Global Functions	61.7%	38.3%	65.6%	34.4%	66.3%	33.7%
Other ⁶	80.0%	20.0%	86.7%	13.3%	87.0%	13.0%

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	Year		
	2023	2022	2021
4) % of employee by Ethnicity			
Group - all employees ⁷			
Arab	0.5%	0.3%	0.1%
Asian	41.3%	35.5%	30.4%
Black	0.9%	0.9%	0.8%
Indigenous Group	0.7%	0.4%	0.0%
Hispanic	3.7%	3.1%	3.2%
White	12.5%	12.9%	12.2%
Two or more races/ ethnicities	0.5%	0.4%	0.3%
Other	2.1%	1.5%	0.7%
Prefer not to say	1.7%	1.4%	1.1%
Not responded	36.1%	43.6%	51.2%
UK - all employees			
White	58.5%	59.0%	59.5%
Asian	15.2%	13.9%	13.0%
Black	3.1%	2.8%	2.6%
Mixed race	1.7%	1.5%	1.4%
Other ⁸	1.6%	1.6%	1.6%
Prefer not to say	5.2%	5.8%	6.3%
Not responded	14.7%	15.4%	15.6%
US - all employees			
White	53.3%	54.6%	52.9%
Asian	22.8%	21.9%	22.9%
Black	6.6%	6.5%	7.2%
Hispanic	9.5%	9.3%	10.0%
Other ⁹	2.4%	2.1%	2.2%
Prefer not to say	0.4%	0.4%	0.0%
Not responded	5.0%	5.2%	4.8%
Group - senior leaders ⁷			
Arab	0.5%	0.3%	0.1%
Asian	25.2%	20.8%	15.7%
Black	1.2%	1.0%	0.8%
Indigenous Group	0.0%	0.0%	0.0%
Hispanic	2.4%	2.2%	2.0%
White	34.7%	34.0%	31.2%
Two or more races/ ethnicities	1.5%	1.3%	1.1%
Other	1.6%	1.5%	1.3%
Prefer not to say	3.2%	3.5%	3.3%
Not responded	29.7%	35.4%	44.5%
UK - senior leaders			
White	57.7%	57.4%	58.2%
Asian	12.8%	12.2%	11.3%
Black	1.8%	1.4%	1.0%
Mixed Race	2.3%	2.1%	1.9%
Other ⁸	1.8%	1.6%	1.5%
Prefer not to say	6.5%	7.5%	8.3%
Not responded	17.1%	17.8%	17.8%
US - senior leaders			
White	63.0%	63.2%	64.4%
Asian	15.9%	15.9%	15.0%
Black	3.2%	2.6%	2.7%
Hispanic	6.6%	6.4%	6.2%
Other ¹⁰	1.9%	2.1%	2.6%
Prefer not to say	0.2%	0.2%	0.0%
Not responded	9.2%	9.6%	9.1%

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For details, please refer to the 'Representation and pay gaps' section on; P.77

		Year		
5) Representation and pay gap ¹¹		2023	2022	2021
a) By gender				
UK				
Female headcount by GCB				
	3 and above	30.9 %	29.5 %	28.7 %
	4-5	38.6 %	38.2 %	37.8 %
	6-8	66.3 %	66.4 %	66.2 %
Pay gap ¹²	- Mean	43.2 %	45.2 %	44.9 %
	- Median	48.3 %	48.8 %	46.7 %
Bonus gap ¹²	- Mean	59.7 %	64.0 %	62.2 %
	- Median	50.5 %	57.4 %	56.9 %
US				
Female headcount by GCB				
	3 and above	30.8 %	29.7 %	28.7 %
	4-5	42.8 %	42.8 %	43.9 %
	6-8	65.6 %	66.8 %	69.0 %
Fixed Pay gap ¹⁴	- Mean	24.5 %	26.6 %	31.0 %
	- Median	25.0 %	25.6 %	32.0 %
Total compensation gap ¹⁴	- Mean	32.6 %	34.4 %	39.3 %
	- Median	27.0 %	29.4 %	34.2 %
HK				
Female headcount by GCB				
	3 and above	39.8 %	39.2 %	38.0 %
	4-5	48.5 %	48.3 %	47.6 %
	6-8	61.2 %	61.3 %	61.3 %
Fixed Pay gap ¹⁴	- Mean	19.9 %	21.2 %	21.9 %
	- Median	20.5 %	20.8 %	22.0 %
Total compensation gap ¹⁴	- Mean	23.6 %	24.4 %	25.8 %
	- Median	22.1 %	22.0 %	22.8 %
Mainland China				
Female headcount by GCB				
	3 and above	48.9 %	49.9 %	46.7 %
	4-5	48.1 %	48.4 %	47.8 %
	6-8	71.7 %	71.2 %	71.1 %
Fixed Pay gap ¹⁴	- Mean	31.9 %	31.6 %	33.0 %
	- Median	48.1 %	47.2 %	47.3 %
Total compensation gap ¹⁴	- Mean	30.9 %	31.2 %	32.8 %
	- Median	47.0 %	46.2 %	46.4 %
Mexico				
Female headcount by GCB				
	3 and above	35.6 %	32.4 %	30.4 %
	4-5	44.1 %	44.1 %	44.1 %
	6-8	53.2 %	52.9 %	53.6 %
Fixed Pay gap ¹⁴	- Mean	22.0 %	23.1 %	24.9 %
	- Median	17.6 %	20.7 %	17.2 %
	Mean	23.1 %	25.1 %	27.3 %
	- Median	17.5 %	17.5 %	17.6 %

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India				
Female headcount by GCB				
	3 and above	28.1 %	25.4 %	23.8 %
	4-5	25.8 %	24.4 %	23.3 %
	6-8	42.6 %	42.1 %	42.1 %
Fixed Pay gap ¹⁴	- Mean	29.6 %	32.5 %	34.7 %
	- Median	35.5 %	38.2 %	39.9 %
Total compensation gap ¹⁴	- Mean	30.9 %	34.0 %	36.5 %
	- Median	36.5 %	38.5 %	40.2 %
Singapore				
Female headcount by GCB				
	3 and above	33.7 %	33.8 %	N/A
	4-5	57.6 %	56.7 %	N/A
	6-8	63.6 %	63.8 %	N/A
Fixed Pay gap ¹⁴	- Mean	26.4 %	28.1 %	N/A
	- Median	20.0 %	21.7 %	N/A
Total compensation gap ¹⁴	- Mean	31.4 %	32.8 %	N/A
	- Median	22.4 %	23.6 %	N/A
UAE				
Female headcount by GCB				
	3 and above	35.2 %	34.9 %	N/A
	4-5	41.2 %	39.3 %	N/A
	6-8	50.5 %	51.1 %	N/A
Fixed Pay gap ¹⁴	- Mean	14.1 %	15.3 %	N/A
	- Median	12.4 %	14.2 %	N/A
Total compensation gap ¹⁴	- Mean	21.0 %	21.4 %	N/A
	- Median	15.2 %	16.8 %	N/A
Argentina				
Female headcount by GCB				
	3 and above	33.3 %	N/A	N/A
	4-5	42.5 %	N/A	N/A
	6-8	54.9 %	N/A	N/A
Fixed Pay gap ¹⁴	- Mean	22.2 %	N/A	N/A
	- Median	16.3 %	N/A	N/A
Total compensation gap ¹⁴	- Mean	33.1 %	N/A	N/A
	- Median	18.1 %	N/A	N/A
Malaysia				
Female headcount by GCB				
	3 and above	40.7 %	N/A	N/A
	4-5	59.1 %	N/A	N/A
	6-8	64.8 %	N/A	N/A
Fixed Pay gap ¹⁴	- Mean	14.8 %	N/A	N/A
	- Median	1.0 %	N/A	N/A
Total compensation gap ¹⁴	- Mean	17.0 %	N/A	N/A
	- Median	1.9 %	N/A	N/A
b) Ethnicity pay gap (all ethnic minority groups)¹¹				
UK				
Pay gap ¹³	- Mean	4.5%	0.4%	-0.8%
	- Median	7.3%	-4.6%	-6.0%
Bonus gap ¹³	- Mean	9.9%	7.9%	7.5%
	- Median	5.0%	-4.3%	-0.7%
US				
Fixed Pay gap ¹⁴	- Mean	10.3 %	8.2 %	16.2 %
	- Median	3.6 %	2.9 %	11.9 %
Total compensation ¹⁴	- Mean	17.0 %	14.2 %	21.7 %
	- Median	5.0 %	2.7 %	12.2 %

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6) Employees - top 5 nationalities (%)¹⁵

	Year		
	2023	2022	2021
All employees			
Chinese	22.3%	22.8%	23.3%
Indian	19.8%	18.3%	17.6%
British	13.9%	14.2%	14.9%
Mexican	7.5%	7.5%	7.3%
French	3.1%	3.3%	3.5%
Hong Kong ¹⁵	3.1%	2.4%	1.3%
Senior leaders			
British	35.1%	35.5%	36.0%
Chinese	11.2%	11.2%	10.9%
Indian	7.3%	7.0%	6.6%
French	5.7%	5.7%	5.9%
German	2.8%	2.9%	0.7%

7) Tenure

	%	%	%
All employees			
0-5 years	49.5%	49.5%	48.8%
6-10 years	20.1%	19.3%	20.2%
11-20 years	21.9%	22.3%	22.0%
21-30 years	5.9%	6.1%	6.0%
>=31 years	2.6%	2.8%	3.0%
Senior leaders			
0-5 years	34.4%	35.0%	35.2%
6-10 years	25.8%	25.3%	26.8%
11-20 years	29.8%	29.5%	27.8%
21-30 years	7.6%	7.5%	7.1%
>=31 years	2.4%	2.7%	3.1%

Avg. years employed by gender

Men	8.1	8.0	8.1
Women	9.2	9.2	9.3

8) By age bracket

	%	%	%
All employees			
<=29	20.7%	21.3%	21.5%
30-39	39.8%	40.5%	41.0%
40-49	26.2%	25.2%	23.8%
50-59	11.1%	10.9%	10.5%
>=60	2.2%	2.1%	3.2%

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Employees by age bracket by region

Asia (excluding Hong Kong)			
<=29	24.8%	26.1%	27.3%
30-39	46.9%	47.9%	49.3%
40-49	23.6%	21.7%	19.5%
50-59	4.4%	4.1%	3.7%
>=60	0.3%	0.2%	0.2%
Hong Kong			
<=29	18.2%	19.0%	20.0%
30-39	35.6%	35.4%	35.5%
40-49	27.1%	27.1%	26.9%
50-59	16.2%	15.7%	15.1%
>=60	2.9%	2.8%	2.5%
Europe (excluding UK RFB)			
<=29	12.1%	12.1%	10.9%
30-39	31.2%	31.7%	30.3%
40-49	32.8%	32.7%	30.1%
50-59	20.3%	20.1%	17.9%
>=60	3.6%	3.4%	10.8%
UK RFB			
<=29	17.1%	17.1%	17.8%
30-39	31.7%	32.3%	33.2%
40-49	25.1%	24.1%	23.5%
50-59	20.3%	20.6%	20.1%
>=60	5.8%	5.9%	5.4%
Middle East and North Africa			
<=29	26.3%	24.2%	20.8%
30-39	35.9%	40.1%	44.1%
40-49	29.3%	29.8%	29.3%
50-59	6.1%	5.6%	5.4%
>=60	2.4%	0.3%	0.4%
North America			
<=29	11.5%	11.5%	11.0%
30-39	24.3%	25.9%	27.2%
40-49	29.8%	29.5%	29.2%
50-59	24.3%	23.9%	24.1%
>=60	10.1%	9.2%	8.5%
Latin America			
<=29	22.4%	23.7%	24.3%
30-39	41.1%	42.0%	43.1%
40-49	25.3%	24.4%	23.5%
50-59	10.1%	8.9%	8.1%
>=60	1.1%	1.0%	1.0%
9) Employment type		%	
Full time	95.5%	95.1%	94.8%
Part time	4.5%	4.9%	5.2%

	Year					
	2023		2022		2021	
	Number	%	Number	%	Number	%
10) Employee turnover						
Total voluntary employee turnover	20,305	9.3%	30,466	14.1%	27,779	12.7%
By gender						
Male	10,031	9.5%	15,642	14.9%	13,928	13.2%
Female	10,254	9.1%	14,824	13.3%	13,804	12.2%
By age group						
<=29	7,855	17.6%	11,269	25.5%	11,559	24.9%
30-39	7,770	8.9%	12,532	14.1%	10,538	11.6%
40-49	3,078	5.4%	4,200	7.6%	3,198	6.1%
50-59	997	4.0%	1,286	5.3%	1,226	5.2%
>=60	605	12.2%	1,179	24.2%	1,258	17.2%
By region						
Asia (excluding Hong Kong)	10,113	10.1%	15,850	16.6%	13,784	14.8%
Hong Kong	2,997	11.2%	4,592	16.4%	4,588	15.7%
Europe (excluding UK RFB)	2,081	6.3%	3,238	9.6%	2,999	8.3%
UK RFB	1,756	8.9%	2,011	10.3%	2,033	9.6%
Middle East and North Africa	891	9.6%	858	9.4%	695	7.7%
North America	875	8.1%	1,781	15.3%	1,937	15.1%
Latin America	1,592	8.5%	2,136	11.5%	1,743	9.5%
Total involuntary employee turnover	7,982	3.7%	7,049	3.3%	8,293	3.8%
Total employee turnover	28,287	12.9%	37,515	17.4%	36,072	16.5%

	Year					
	2023		2022		2021	
	Number	%	Number	%	Number	%
11) New hires						
Total new hires	30,084	100.0 %	39,575	100.0 %	31,806	100.0%
By gender						
All employees						
Male	15,428	51.4%	21,320	53.9%	16,479	51.8%
Female	14,592	48.6%	18,255	46.1%	15,327	48.2%
By age group						
<=29	16,759	55.7%	22,136	55.9%	18,036	56.8%
30-39	9,567	31.8%	12,710	32.1%	10,410	32.7%
40-49	2,905	9.7%	3,587	9.1%	2,549	8.0%
50-59	746	2.5%	835	2.1%	617	1.9%
>=60	107	0.3%	307	0.8%	194	0.6%
By region						
Asia (excluding Hong Kong)	16,576	55.2%	22,625	57.2%	17,814	56.0%
Hong Kong	3,251	10.8%	3,882	9.8%	4,057	12.8%
Europe (excluding UK RFB)	3,230	10.8%	3,922	9.9%	2,821	8.9%
UK RFB	1,946	6.5%	2,099	5.3%	644	2.0%
Middle East and North Africa	1,228	3.9%	1,691	4.3%	832	2.6%
North America	1,000	3.3%	1,469	3.7%	1,465	4.6%
Latin America	2,853	9.5%	3,887	9.8%	4,173	13.1%
Senior leaders						
Male	271	62.3%	289	65.1%	254	62.4%
Female	164	37.7%	155	34.9%	153	37.6%

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12) Representation (snapshot self ID rates)

	Year		
	2023	2022	2021
% of respondents answering snapshot demographic questions which identify as ¹⁶	%	%	%
a) colleague with disability ^{17,17.1}	8.8 %	8.2%	4.9%
b) LGB+ ¹⁸	8.5 %	8.5%	7.5%
c) transgender or gender non-binary ¹⁹	0.5 %	0.8%	0.8%
d) belonging to an ethnic minority ²⁰	n/a	13.3%	12.4%

For details, please refer to the 'Learning and skills development' section on; P.83

13) Employee training data²¹

	Year		
	2023	2022	2021
Total training hours (in millions)	5.3	6.3	5.9
Training hours per FTE	23.9	28.8	26.7
Average training and development expenditure per FTE (\$)	536	488	568

	Year					
	2023		2022		2021	
	Average training hrs per FTE	% of Employees Trained	Average training hrs per FTE	% of Employees Trained	Average training hrs per FTE	% of Employees Trained
Employees by gender						
Male	25.4	99.3 %	26.7	99.0 %	25.8	98.8 %
Female	23.1	98.6 %	30.7	98.0 %	27.6	99.5 %
Total	24.2	98.9 %	28.8	99.0 %	26.7	99.1 %
Employees by employee category						
Senior employees (3 and above)	20.6	99.6 %	21.8	99.0 %	23.1	99.6 %
Non senior employees (4-8)	24.4	98.9 %	29.1	99.0 %	N/A	N/A
Contractors/contingent/consultants/service providers	11.1	73.6 %	6.7	82.0 %	8	89.5 %

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Training received on anti-corruption policies and procedures ²² by:	Year		
	2023	2022	2021
	% of Employees Trained	% of Employees Trained	% of Employees Trained
a) All employees ²³	99 %	99 %	99 %
Asia (excluding Hong Kong)	99%	99 %	99 %
Hong Kong	99%	99 %	99 %
Europe (excluding UK RFB)	99%	99 %	99 %
UK RFB	99%	98 %	99 %
Middle East and North Africa	98%	99 %	99 %
North America	99%	99 %	99 %
Latin America	99%	99 %	98 %
b) Contractors/contingent/consultants/service providers	89 %	84 %	88 %
Asia (excluding Hong Kong)	93%	81 %	91 %
Hong Kong	93%	90 %	93 %
Europe (excluding UK RFB)	84%	81 %	86 %
UK RFB	94%	68 %	73 %
Middle East and North Africa	93%	94 %	94 %
North America	89%	94 %	92 %
Latin America	94%	94 %	94 %

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Notes for 2023 Saudi Arabia (SA) inclusions/exclusions (due to historic local data restrictions and current diversity reporting restrictions). SA now included in 2023 for any 'non gender' related sections; 1, 6, 7 (except 'Ave years employed by gender'), 8, 9, 10 (except 'by Gender') and 11 (except 'by Gender'). SA excluded in 2023 (and 2022 & 2021) for any diversity related data due to local restrictions in sections; 2, 3, 4, 7 (only 'Ave years employed by gender'), 10 (only 'by Gender') and 11 (only 'by Gender').

Notes for 2023 Senior Gender (section 2 'All Senior leaders') excludes Canada and Saudi Arabia to align with group internal scorecards. All other gender related metrics exclude Saudi Arabia only and include Canada.

1 Based on headcount as at 31 December 2023. Data excludes all contingency workers (Contractors / Consultants / Service Providers/Interns). Data includes Saudi Arabia (2023) previous unavailable in 2022 and 2021 due to the local data restrictions. Full time equivalent ('FTE') employees were approximately 221,000 as at 31 December 2023.

2 There are 0.3% of employees with an 'Unknown' gender who have been incorporated into the 'Male' gender category.

3 Senior leaders are considered GCB 3 and above in our 'Global Career Band' structure (GE, GM, MD and GCB3). Canada and Saudi Arabia excluded to align with group internal score cards.

4 As part of group simplification programmes senior grades were redefined during 2021 with no linear mapping to the new grading structure, resulting in no prior year data. 'All Management' positions are considered GCB GE - GCB 6. 'Middle Management' positions are considered GCB 4. 'Junior Management' positions are considered GCB 5 and GCB 6.

5 Promotions to 'Senior Management' are GCB 4 to GCB 3, Promotions to 'Middle Management' are GCB 5 to GCB 4, Promotions to 'Junior Management' are GCB 7 to GCB 6. Promotions data is based on amalgamated month end figures and does not consider retrospective changes.

6 'Other' contains; Central Management Services and Office, Total Mortgage Run Off, Markets Treasury Total, Other Corporate Centre GBM and Wholesale. NB - Wholesale was manually mapped and reported under GBM and CMB for 2022 and 2021 numbers, now included under 'Other' for 2023 reporting.

7 'Group' are based on all HSBC employees as at 31 December 2023. 'Group' senior leaders are based on the same methodology, but only applies to senior leaders (GCB 3 and above in our global career band structure). Calculations are based on the total number of each self-identified ethnicity divided by the total employee headcount across all countries. Only 'In-Scope' countries are reported for ethnicity.

8 'UK Employees' - 'Other' includes 'Arab' and 'Other Ethnicities'.

9 'U.S All Employees' - 'Other' includes 'Two or more races / ethnicities' and 'Indigenous Group'.

10 'U.S Senior' employees - 'Other' includes 'Two or more races / ethnicities'.

11 More information on pay gaps can be found at: <https://www.hsbc.com/who-we-are/our-people-and-communities/inclusion/gender-and-ethnicity-data-by-market>.

While we are confident in our approach to pay, until women and ethnically diverse colleagues are appropriately represented at every level across the organisation, and we have more complete ethnicity self-identification data, we will continue to see gaps in average pay. We review our pay practices and undertake a pay equity review annually, including a regular independent third-party review of equal pay in major markets. If pay differences are identified that are not due to objective, tangible reasons such as performance, skills or experience, we make adjustments.

12 UK data calculated in line with the UK gender pay gap regulations, based on data as at 5 April 2023.

13 Metrics have been calculated in line with UK gender pay gap methodology (based on data as at 5 April 2023) and for employees who have disclosed their ethnicity.

14 Metrics have been calculated based on full time equivalent (annualised) Fixed Pay as at 31 December 2023 and 2023 Total Compensation for employees eligible for the 2023 pay review. Gender pay gaps include employees who have disclosed their gender. Ethnicity pay gaps include employees who have disclosed their ethnicity.

15 'Top 5 Nationalities' as at 2023. Hong Kong 'All Employee' nationality joint fifth for 2023, hence showing 'six' nationalities.

16 All percentages are calculated based on respondents who answered the question in our 2023 employee Snapshot survey. Responses of "prefer not to say" are excluded.

17 The survey was completed by 87% of employees in the 40 markets where this question could be asked. The question was answered by 95.1% of employees who saw it, with the remainder choosing not to answer.

17.1 This question changed in 2022. Previously employees were asked a yes/no question: "Do you have a disability – a long-term physical, mental, intellectual and/or sensory impairment/condition?". In 2022, we asked "Do you have a disability, neurodiversity, long term condition or a mental health condition? (select all that apply)". It is likely that the change in question wording prompted more people to self-identify as having a disability or condition, accounting for the large increase in the figure quoted.

18 The survey was completed by 87% of employees in the 26 markets where the question could be asked. The question was answered by 89.4% of employees who saw it, with the remainder choosing not to answer.

19 The survey was completed by 87% of employees in the 26 markets where the question could be asked. The question was answered by 95.2% of employees who saw it, with the remainder choosing not to answer.

20 Question no longer asked in Snap Shot Survey from 2023 onwards. More detailed disclosures for ethnicity by geography can be viewed in Section 4.

21 Reported for permanent employees only unless indicated otherwise.

22 Global mandatory training received, which forms part of the "Global Mandatory Training, Trimester 2 – Fighting Financial Crime" learning activity.

23 Some employees will not yet have completed their training, due to new joiners to the bank being given 45 days to complete their mandatory training.

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Employee survey data (Snapshot)

For details, please refer to 'Listening to our colleagues' section on page 79.

	Year ¹			2023 vs 2022	HSBC vs benchmark ²
	2023	2022	2021		
1) Employee engagement index³	77	74	n/a	+3	+7
I am proud to say I work for this company	81	78	76	+3	+8
Right now, I feel motivated by this organisation to do the best job I can ⁴	74	71	n/a	+3	+4
I would recommend this company as a great place to work	75	72	70	+3	+7
2) Employee focus index	76	72	71	+4	+4
I generally look forward to my work day	71	66	64	+5	+9
My work gives me a feeling of personal accomplishment	77	73	73	+4	+5
My work is challenging and interesting	81	77	77	+4	0
3) Strategy index	78	75	72	+3	+5
I have a clear understanding of this company's strategic objectives	81	79	76	+2	+3
I am seeing the positive impact of our strategy	73	70	66	+3	+3
I feel confident about this company's future	81	77	74	+4	+11
4) Change leadership index	76	76	74	0	+4
Leaders in my area set a positive example	74	74	71	0	+4
My line manager does a good job of communicating reasons behind important changes that are made	82	81	78	+1	+4
Senior leaders in my area communicate openly and honestly about changes to the business	73	73	71	0	+6
5) Speak-up index³	76	75	n/a	+1	0
I believe my views are genuinely listened to when I share my opinion ⁵	78	75	n/a	+3	+2
I feel able to speak up when I see behaviour which I consider to be wrong	80	79	79	+1	+2
I can state my opinion without the fear of negative consequences ⁶	72	70	n/a	+2	-2
6) Trust index	78	77	76	+1	0
I trust my direct manager	86	84	83	+2	+1
I trust senior leadership in my area	73	73	71	0	+2
Where I work, people are treated fairly	76	74	73	+2	-3
7) Career index	71	68	67	+3	+6
My line manager actively supports my career development	79	76	75	+3	+3
I feel able to achieve my career objectives at this company	72	68	67	+4	+8
I believe that we have fair processes and procedures for moving / promoting people into new roles	61	59	57	+2	+6

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8) Inclusion index³

I trust my direct manager	78	76	n/a	+2	+2
I feel able to achieve my career objectives at this company	86	84	83	+2	+1
Where I work, people are treated fairly	72	68	67	+4	+8
I feel a genuine sense of belonging to my team	76	74	73	+2	-3
I feel able to be myself at work	81	79	78	+2	+9
I can state my opinion without the fear of negative consequences ⁶	82	80	80	+2	-1
	72	70	n/a	+2	-2

9) Other items

Employee well-being data⁷

(% of respondents agreeing positively to the statement or question)

	Year			2023 vs 2022
	2023	2022	2021	
	%	%	%	
In general, how would you rate your mental health? ⁸	83	84	82	-1
I am confident talking to my line manager about my mental health	74	73	72	+1
I know how to get support at this company about my mental health	77	76	77	+1
I feel able to take time off work when I experience a mental health concern	67	65	65	2
Physical health: Nutrition ⁸	83	82	85	+1
Physical health: Activity ⁸	74	70	74	+4
Physical health: Sleep ⁸	66	61	65	+5
Physical health: Average of nutrition, activity and sleep	74	71	75	3
I am able to integrate my work and personal life in a way that works for me	76	75	76	+1
I am confident talking to my line manager about my work-life balance/flexibility	n/a	80	77	n/a
How well do you feel you manage financially? ⁹	61	60	64	+1
I am confident talking to financial advisors / experts about my financial capability	n/a	70		n/a
I know how to get support at this company about my financial capability	60	62	58	-2
Overall, how satisfied are you with your life nowadays ¹⁰	68	69	68	-1

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Employee engagement index breakdown

	Year		
	2023	2022	2021 ¹¹
	%	%	%
By age group			
<=29	82 %	80 %	n/a
30-39	78 %	75 %	n/a
40-49	74 %	71 %	n/a
50-59	70 %	66 %	n/a
>=60	70 %	67 %	n/a
By gender			
Male	77 %	74 %	n/a
Female	77 %	74 %	n/a
By management level¹¹			
Senior management	74 %	68 %	n/a
Middle management	72 %	68 %	n/a
Junior management	78 %	75 %	n/a
Strands¹²			
Colleagues with a disability	68 %	67 %	n/a
LGB+	79 %	77 %	n/a
Transgender	79 %	81 %	n/a

1 Each index comprises three or six constituent questions, with the average of these questions forming the index score.

2 We benchmark Snapshot results against a peer group of global financial services institutions, provided by our research partner, Karian and Box.

3 We revised the questions that comprise some of our indices to ensure the reliability of external benchmark data. New questions were trailed in 2022 so comparisons are all reported on a like-for-like basis; as such, historic comparison figures differ slightly from those reported last year. Where questions were changed, 2021 comparisons are not available.

4 Previously: I feel valued at this company.

5 Previously: My company is genuine in its commitment to encourage colleagues to speak up.

6 Previously: Where I work, people can state their opinion without fear of negative consequences.

7 Unless stated otherwise, scores for each question are calculated as the percentage of employees who agree to each statement. A total of 130,122 colleagues responded to the 2023 global well-being survey, compared with 113,690 colleagues in 2022.

8 Scores for these questions are the percentage of employees who rated this as 'very good' or 'excellent'.

9 Scores for this question are the percentage of employees who said 'doing alright' or 'living comfortably'.

10 Scores for this question are those selecting 7-10 on a 10 point scale, where 10 is 'very satisfied'.

11 As part of group simplification programmes senior grades were redefined during 2021 with no linear mapping to the new grading structure, resulting in no prior year data. 'All Management' positions are considered GCB GE - GCB 6. 'Middle Management' positions are considered GCB 4. 'Junior Management' positions are considered GCB 5 and GCB 6.

12 Refer to the 'Representation (snapshot self ID rates) section in the 'Employee profile' tab for information on representation rates.

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Charitable Giving and Volunteering

For details, please refer to 'Building a more inclusive and resilient world' section on page 86.

Cash charitable giving

	Year ¹		
	2023	2022	2021
	\$m	\$m	\$m
Europe ²	45.4	39.5	37.9
- United Kingdom ³	42.0	36.9	35.6
- France	0.9	0.5	0.5
Asia Pacific ²	46.8	61.5	58.1
- Hong Kong	18.8	24.2	17.9
- mainland China	1.8	8.0	8.7
- Singapore	1.0	1.2	1.3
- Malaysia	0.5	0.8	0.8
- Indonesia	0.6	0.7	0.8
- Australia	0.5	0.7	0.7
- India	21.9	20.2	24.1
Middle East ^{2,4}	4.3	4.7	5.3
- United Arab Emirates	4.9	3.0	3.6
North America ²	9.4	9.9	11.1
- Canada	2.6	3.2	3.6
- United States	6.8	6.7	7.5
Latin America ²	1.4	1.2	1.4
- Mexico	1.0	0.9	1.0
Total	107.3	116.8	113.8

Employee volunteering

Volunteering during work

	Hours	Hours	Hours
Europe	34,260	28,575	21,911
Asia Pacific	135,548	29,443	47,338
Middle East	1,115	476	1,772
North America	9,675	8,279	7,164
Latin America	1,224	492	1,313
Total volunteering during work⁵	181,822	67,265	79,498
Total volunteering during own time⁵	278,496	222,518	183,727

Value of community contributions ¹

	\$m	\$m	\$m
Cash charitable giving	107.3	116.8	113.8
Value of employee volunteering in work time	7.4	2.7	3.1
Management costs associated with charitable giving	19.0	20.5	17.3
Total	133.7	140.0	134.2

¹ All the \$ values for 2023, 2022, 2021 are at reported currency of respective years. For comparison purpose, 2022 and 2021 amounts at constant currency (2023) are - \$114.6m and \$107.9m respectively.

² Within each region, charitable giving may also take place in other markets not listed individually above.

³ Includes charitable giving by HSBC Holdings plc, towards programmes across all regions, as well as HSBC UK Bank plc.

⁴ The total MENAT charitable giving figure for 2023 reflects the reversal of 2022 provision of Oman's \$1.09m.

⁵ Hours reported through HSBC global volunteering tool and may not cover all regional numbers.

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Complaints¹

For details, please refer to 'How we listen' section on page 92.

WPB Customer complaint volumes^{2,3,4}

Complaints per 1,000 customers per month

	Year		
	2023	2022	2021
UK ⁵	1.1	1.4	1.4
France	4.9	4.7	4.7
Hong Kong	0.9	1.0	0.7
mainland China ⁶	0.5	0.4	0.5
US	3.2	2.5	2.4
Canada	3.4	4.4	4.7
Mexico	5.2	5.1	5.5
UAE	6.5	6.2	4.9

CMB Customer complaint volumes²

Annual complaint volumes ('000s)

	Year		
	2023	2022	2021
UK	33.8	49.2	67.1
France	0.6	1	1.6
Hong Kong	6.5	8.1	8.2
mainland China	0.1	0.2	0.1
US	0.6	0.8	0.9
Canada	0.2	0.3	0.6
Mexico	0.9	0.2	0.5
UAE	0.5	0.4	0.5

GBM Customer complaint volumes²

Annual complaint volumes

	Year		
	2023	2022	2021
Global Banking ⁷	1,552	2,127	2,310
Global Markets and Securities Services ⁹	354	292	309 ⁸
Total	1,906	2,419	2,619

1 For WPB: A complaint is any expression of dissatisfaction about WPB's activities, products or services where a response or resolution is explicitly or implicitly expected. Complaints contain re-opened cases. For CMB and GBM: Globally, a complaint is any expression of dissatisfaction, whether justified or not, relating to the provision of, or failure to provide, a specific product or service or service activity. Within the UK, a complaint is any expression of dissatisfaction – whether justified or not – about our products, services or activities which suggests we've caused (or might cause) financial loss, or material distress or material inconvenience.

2 Volume of complaints for all markets are based on complaints received. GBM reported figures for 2023 and 2022 are based on the date the complaint was received by HSBC, whereas 2021 figures were based on the date the complaint was logged.

3 Asset management (AM) complaints and Non AM complaints (complaints received by distributor and transfer agents) have not been included in WPB complaints volumes due to materiality, and can be quantified as follows: 710 (2023); 311 (2022); 229 (2021).

4 Our complaints data is provided by respective markets based on the local governance process. We continue to work on enhancing the ESG data controls and processes.

5 UK excludes HFC Bank complaint volumes (per 1000 customers) for 2021 and 2022 as customer data not available for these years. Included with effect from 2023 onwards.

6 Mainland China includes HSBC Insurance Brokerage Company Limited figures for 2023.

7 Global Banking also includes Global Payments Solutions (previously Global Liquidity and Cash Management) and complaints relating to payment operations, which is part of Digital Business Services.

8 An additional 12 complaints were received by MSS in 2021 but not logged until 2022. These were not included in the 2021 or 2022 totals.

9 Contains Global Research complaint volumes.

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Number of suppliers by geographical region

For details, please refer to 'Our approach with our suppliers' section on page 96.

	Year			
	2023		2022	
	Number of normalised suppliers per region ^{1,2}	% per region	Number of normalised suppliers per region ^{1,2}	% per region
Asia-Pacific (excluding mainland China and Hong Kong)	4,674	22 %	5,230	23 %
mainland China	2,361	11 %	1,849	8 %
Hong Kong	1,241	6 %	1,529	7 %
Europe (excluding UK)	4,925	23 %	5,067	22 %
UK	2,844	13 %	3,144	14 %
Latin America	3,101	15 %	3,363	15 %
North America	1,062	5 %	1,323	6 %
MENA	1,156	5 %	1,539	7 %
Total	21,364	100 %	23,044	100 %

1 This number shows not just contracted suppliers but all suppliers per region paid during the year, including those engaged through purchase orders and one time agreements, giving a more complete view of the supply chain.

2 Where suppliers have a number of subsidiaries, normalisation is a process performed to arrive at a single, consistent name for the supplier.

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Taxes paid by country/territory

For details, please refer to 'A responsible approach to tax' section on page 95.

	Year		
	2023	2022	2021
	\$m	\$m	\$m
Europe	2,945	2,745	3,170
– UK	2,022	1,947	2,289
– France	346	442	505
– Germany	412	204	241
– Switzerland	1	23	17
– other	164	129	118
Asia	2,488	1,894	2,077
– Hong Kong	633	636	748
– Australia	173	149	144
– mainland China	349	204	281
– India	601	517	452
– Indonesia	46	44	58
– Malaysia	104	68	35
– Singapore	103	50	41
– Taiwan	77	43	49
– Bangladesh	58	43	45
– Vietnam	67	35	22
– Republic of Korea	78	(6)	66
– Sri Lanka	52	17	12
– other	147	94	124
Middle East and North Africa	296	259	236
– United Arab Emirates	43	30	49
– Egypt	92	92	100
– Türkiye	74	78	43
– other	87	59	44
North America	389	207	469
– US	153	110	145
– Canada	232	97	324
– other	4	-	-
Latin America	655	424	322
– Mexico	368	204	164
– Argentina	254	185	122
– Brazil	21	20	20
– other	12	15	16
Year ended 31 Dec	6,773	5,529	6,274

Sustainability Accounting Standards Board (SASB) metrics

HSBC continues to review and expand on metrics for reporting environmental, social and governance (ESG) performance and takes the views of our stakeholders into account while doing so. We have identified the SASB disclosure framework as being an important reporting tool that helps address the needs of our investors, in particular in light of the consolidation of the SASB Standards into IFRS Foundation. In order to make the standards relevant for HSBC, certain indicators have been adapted. The following disclosures are taken from individual SASB standards and disclosed at a Group level to reflect the business-wide approach. We currently disclose on the most relevant metrics included in the standards for the selected five industries¹ and in some instances, we have made partial disclosures. We are focused on providing investors with useful, relevant and meaningful sustainability information and we will look to evolve our disclosures over time as methodologies and standards develop.

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	Index
Data security	Description of approach to identifying and addressing data security risks	Discussion & Analysis	n/a	FN-CB-230a.2, FN-CF-230a.3	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Governance -> Data Privacy, P. 97
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis / Investment Banking & Brokerage Activities/ Investment Management & Advisory	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Discussion & Analysis	n/a	FN-CB-410a.2, FN-IB-410a.3, FN-AC-410a.2	HSBC Holdings plc Annual Report and Accounts 2023 -> Risk Review -> Embedding climate risk within existing risk taxonomy; P.223
	(1) Number and (2) total value of investments and loans incorporating integration of environmental, social, and governance (ESG) factors, by industry	Quantitative	Number, Presentation currency	FN-IB-410a.2	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Environmental -> Supporting our customers; P. 49 ESG Datapack 2023 -> Sustainable fin. ambition
	Description of proxy voting and investee engagement policies and procedures	Discussion and Analysis	n/a	FN-AC-410a.3	Voting guideline (https://www.assetmanagement.hsbc.co.uk/-/media/files/attachments/uk/policies/voting-guidelines-uk.pdf) and Engagement policy (https://www.assetmanagement.hsbc.co.uk/-/media/files/attachments/common/resource-documents/engagement-policy-en.pdf)
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Quantitative	Presentation currency	FN-CB-510a.1, FN-IB-510a.1	HSBC Holdings plc Annual Report and Accounts 2023 -> Notes on the financial statements -> Note 28 and Note 36; P. 405,417 HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Governance -> Integrity, conduct and fairness; P.94
	Description of whistleblower policies and procedures	Discussion & Analysis	n/a	FN-CB-510a.2, FN-IB-510a.2, FN-AC-510a.2	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Governance -> Whistleblowing; P. 94 HSBC Holdings plc Annual Report and Accounts 2023 -> Report of the Directors -> Corporate governance report -> Board committees -> Whistleblowing and speak-up culture; P. 270
Professional Integrity	Description of approach to ensuring professional integrity, including duty of care	Discussion & Analysis	n/a	FN-IB-510b.4	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Governance -> Conduct; our product responsibilities; P. 96 HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Governance -> Integrity, conduct and fairness; P. 94
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	Quantitative	Basis points (bps)	FN-CB-550a.1, FN-IB-550a.1	HSBC Holdings plc G-SIB Indicators Disclosure 2022; https://www.hsbc.com/investors/results-and-announcements/all-reporting/group?page=1&take=20 HSBC Holdings plc Annual Report and Accounts 2023 -> Strategic report -> Risk overview -> P.37
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Discussion & Analysis	n/a	FN-CB-550a.2, FN-IB-550a.2	HSBC Holdings plc Annual Report and Accounts 2023 -> Risk review -> Our approach to risk -> Stress testing and recovery planning -> P.138 HSBC Holdings plc Annual Report and Accounts 2023 -> Risk review -> Climate Risk -> Insights from climate scenario analysis -> P. 225
Employee Diversity & Inclusion	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	Quantitative	Percentage (%)	FN-IB-330a.1, FN-AC-330a.1	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Social -> Employees -> Promoting diversity and fostering inclusion -> Creating a diverse environment; P. 77 ESG Datapack 2023 -> Employee profile
Employee Incentives & Risk Taking	Percentage of total remuneration that is variable for Material Risk Takers (MRTs)	Quantitative	Percentage (%)	FN-IB-550b.1	HSBC Holdings plc Annual Report and Accounts 2023 -> Report of the Directors -> Corporate governance report -> MRT remuneration disclosures; P.303
	Percentage of variable remuneration of Material Risk Takers (MRTs) to which malus or clawback provisions were applied	Quantitative	Percentage (%)	FN-IB-550b.2	HSBC Holdings plc Annual Report and Accounts 2023 -> Report of the Directors -> Corporate governance report -> Link between risk, performance and reward; P.294
	Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities	Discussion & Analysis	n/a	FN-IB-550b.3	HSBC Holdings plc Annual Report and Accounts 2023 -> Notes on the financial statements -> Note 12 Fair values of financial instruments carried at fair value; P. 375
Selling Practices	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB), (2) percentage with monetary or nonmonetary relief, (3) percentage disputed by consumer, (4) percentage that resulted in investigation by the CFPB	Quantitative	Number, Percentage (%)	FN-CF-270a.4	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Social -> Customers -> How we listen; P.92-93 ESG Datapack 2023 -> Complaints
Transparent Information & Fair Advice for Customers	Description of approach to informing customers about products and services	Discussion and Analysis	n/a	FN-AC-270a.3	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Governance -> Conduct; Our product responsibilities; P.96
Financial Inclusion & Capacity Building	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Quantitative	Number, Percentage (%)	FN-CB-240a.3	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Social -> Communities -> Building customer inclusion and resilience; P.85
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Quantitative	Number, Percentage (%)	FN-CB-240a.4	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG Review -> Social -> Communities -> Building customer inclusion and resilience; P.85
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	Quantitative	Metric tons (t) CO ₂ e	FN-CB-410b.1	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG review > Environmental > Financed emissions > Our approach to financed emission > Targets and progress P.59
	Percentage of gross exposure included in the financed emissions calculation	Quantitative	Percentage (%)	FN-CB-410b.3	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG review > Environmental > Financed emissions > Targets and progress > On-balance sheet financed emissions - Footnote; P.61
	Description of the methodology used to calculate financed emissions	Discussion & Analysis	n/a	FN-CB-410b.4	HSBC Holdings plc Annual Report and Accounts 2023 -> ESG review > Environmental > Financed emissions > Data and methodology limitations; P. 55 Financed Emissions Methodology Update (https://www.hsbc.com/-/files/hsbc/investors/hsbc-results/2022/annual/pdf/hsbc-holdings-plc/230221-financed-emissions-methodology-update-published-february-2023.pdf?download=1)
	Gross exposure for each industry by asset class	Quantitative	Presentation currency	FN-CB-410b.2	HSBC Holdings plc Annual Report and Accounts 2023 -> Credit Risk -> Summary of credit risk P. 149

Sustainability Accounting Standards Board (SASB) metrics

HSBC continues to review and expand on metrics for reporting environmental, social and governance (ESG) performance and takes the views of our stakeholders into account while doing so. We have identified the SASB disclosure framework as being an important reporting tool that helps address the needs of our investors, in particular in light of the consolidation of the SASB Standards into IFRS Foundation. In order to make the standards relevant for HSBC, certain indicators have been adapted. The following disclosures are taken from individual SASB standards and disclosed at a Group level to reflect the business-wide approach. We currently disclose on the most relevant metrics included in the standards for the selected five industries¹ and in some instances, we have made partial disclosures. We are focused on providing investors with useful, relevant and meaningful sustainability information and we will look to evolve our disclosures over time as methodologies and standards develop.

Specific Standards:					
Commercial Banks					
Activity metrics	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Quantitative	Number, Presentation currency	FN-CB-000.B	HSBC Holdings plc Annual Report and Accounts 2023—> Global businesses and geographical regions —> Reconciliation of reported and adjusted items – Global businesses; P.111
Mortgage finance					
Lending Practices	(1) Number and (2) value of residential mortgages of the following types: (a) Hybrid or Option Adjustable-rate Mortgages (ARM), (b) Prepayment Penalty, (c) Higher Rate, (d) Total, by FICO scores above or below 660	Quantitative	Number, Presentation currency	FN-MF-270a.1	HSBC Holdings plc Annual Report and Accounts 2023 —> Credit Risk —> Personal lending; P.191
	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure, by FICO scores above and below 660	Quantitative	Number, Presentation currency	FN-MF-270a.2	HSBC Holdings plc Annual Report and Accounts 2023 —> Credit Risk —> Credit quality—>Forbearance; P.175
Activity metrics	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	Quantitative	Number, Presentation currency	FN-MF-000.A	HSBC Holdings plc Annual Report and Accounts 2023 —> Credit Risk —> Personal lending; P.191 HSBC Holdings plc Annual Report and Accounts 2023 —> Credit Risk —> Wholesale lending; P.176
Environmental Risk to Mortgaged Properties	(1) Number and (2) value of mortgage loans in 100-year flood zones	Quantitative	Number, Presentation currency	FN-MF-450a.1	HSBC Holdings plc Annual Report and Accounts 2023 —> Environment—> Insights from scenario analysis —> How climate change is impacting our retail mortgage portfolio ; P.228
Asset Management & Custody					
Activity metrics	Total assets under management (AUM)	Quantitative	Presentation currency	FN-AC-000.A	HSBC Holdings plc Annual Report and Accounts 2023 —> Global businesses and geographical regions —> Asset Management: funds under management; P. 118
	Total assets under custody and supervision	Quantitative	Presentation currency	FN-AC-000.B	HSBC Holdings plc Annual Report and Accounts 2023 —> Global businesses and geographical regions —> Assets held in custody; P.120

¹ Commercial Banks, Investment Banking and Brokerage, Mortgage Finance, Consumer Finance, Asset Management and Custody.

² Adapted for all in-scope HSBC markets as per definitions outlined on P. 92-93 of Annual Report and Account 2023.

World Economic Forum - Stakeholder Capitalism metrics

HSBC continues to review and expand on metrics for reporting environmental, social and governance (ESG) performance and takes the views of our stakeholders into account while doing so. In 2021, we committed to disclosing against the most relevant and meaningful to our business core metrics within the World Economic Forum 'Stakeholder Capitalism Metrics'. We are focused on providing investors with useful, relevant and meaningful sustainability information and we will look to evolve our disclosures over time. The following disclosures are based on the materiality review conducted internally and taking into account feedback from external stakeholders. Where the metrics were deemed not relevant or material to our business, we provided a brief explanation. For certain metrics, we focused the disclosure on our key markets and will be looking to expand the disclosure taking into account the evolving sustainability standards landscape.

S.N	Pillar	Theme	Sub-themes, Core Metrics and Disclosures	Index
1	Principles of Governance	Governing Purpose	Setting purpose: The company's stated purpose, as the expression of the means by which a business proposes solutions to economic, environmental and social issues. Corporate purpose should create value for all stakeholders, including shareholders.	Holdings plc Annual Report and Accounts 2023 → Strategic report → ESG Overview → Engaging with our stakeholders and our material ESG topics; P.15 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Our approach to ESG; P.42
2	Principles of Governance	Quality of Governing Body	Governance body composition: Composition of the highest governance body and its committees by: competencies relating to economic, environmental and social topics; executive or non-executive; independence; tenure on the governance body; number of each individual's other significant positions and commitments, and the nature of the commitments; gender; membership of under-represented social groups; stakeholder representation.	HSBC Holdings plc Annual Report and Accounts 2023 → ESG Review → Governance → How ESG is governed; P.88 HSBC Holdings plc Annual Report and Accounts 2023 → Report of the Directors → Corporate governance report → Board committees and working groups; P.252
3	Principles of Governance	Stakeholder Engagement	Material issues impacting stakeholders: A list of the topics that are material to key stakeholders and the company, how the topics were identified and how the stakeholders were engaged.	HSBC Holdings plc Annual Report and Accounts 2023 → ESG Overview → Engaging with our stakeholders and our material ESG topics; P.15 Holdings plc Annual Report and Accounts 2023 → ESG review → Our approach to ESG → How we decide what to measure; P.43
4	Principles of Governance	Ethical Behaviour	Anti-corruption 1. Total percentage of governance body members, employees and business partners who have received training on the organization's anti-corruption policies and procedures, broken down by region. a.Total number and nature of incidents of corruption confirmed during the current year but related to previous years b. Total number and nature of incidents of corruption confirmed during the current year, related to this year 2. Discussion of initiatives and stakeholder engagement to improve the broader operating environment and culture, in order to combat corruption.	1. HSBC Holdings plc. Annual Report and Accounts 2023 → ESG review → Governance → Safeguarding the financial system; P.94 HSBC Holdings plc Annual Report and Accounts 2023 → Report of the Directors → Corporate governance report → Board induction and training P.253 ESG Datapack 2023 → Employee profile a&b.HSBC Holdings plc. Annual Report and Accounts 2023 → ESG review → Governance → Safeguarding the financial system; P.94 2. HSBC Holdings plc Annual Report and Accounts 2023 → ESG Overview → Responsible business culture → Anti corruption and anti-bribery; P.19 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Governance → Safeguarding the financial system ; P.94
5	Principles of Governance	Ethical Behaviour	Protected ethics advice and reporting mechanisms: A description of internal and external mechanisms for - 1. Seeking advice about ethical and lawful behaviour, and organizational integrity; and 2. Reporting concerns about unethical or unlawful behaviour, and organizational integrity	HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Governance → Whistleblowing; P.94
6	Principles of Governance	Risk and opportunity oversight	Integrating risk and opportunity into business process: Company risk factor and opportunity disclosures that clearly identify the principal material risks and opportunities facing the company specifically (as opposed to generic sector risks), the company appetite in respect of these risks, how these risks and opportunities have moved over time and the response to those changes. These opportunities and risks should integrate material economic, environmental and social issues, including climate change and data stewardship.	HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Understanding our climate reporting; P.46 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Managing climate risk and scenario analysis; P.65 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Task Force on Climate-related Financial Disclosures ('TCFD'); P.69 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Governance → Data Privacy; P.97 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Governance → Cybersecurity; P.98 HSBC Holdings plc Annual Report and Accounts 2023 → Risk Review → Environmental, social and governance (ESG) risk; P.141 HSBC Holdings plc Annual Report and Accounts 2023 → Risk review → Data risk; P.143 HSBC Holdings plc Annual Report and Accounts 2023 → Risk Review → Climate risk; P.221
7	Planet	Climate Change	Greenhouse Gas (GHG) emissions For all relevant greenhouse gases (e.g. carbon dioxide, methane, nitrous oxide, F-gases etc.), report in metric tonnes of carbon dioxide equivalent (tCO2e) GHG Protocol Scope 1 and Scope 2 emissions. Estimate and report material upstream and downstream (GHG Protocol Scope 3) emissions where appropriate.	HSBC Holdings plc Annual Report and Accounts 2023 → Strategic report → ESG Overview → How we measure our net zero progress; P.18 Scope 1-3 definitions: HSBC Holdings plc Annual Report and Accounts 2023 → ESG Review → Environmental → Understanding our climate reporting; P.46 Net Zero aligned finance and methodologies: HSBC Holdings plc Annual Report and Accounts 2023 → ESG Review → Environmental → Financed emissions; P.53 Scope 1, 2, 3 (upstream): HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Net zero in our own operations; P.63 Scope 3 (downstream): HSBC Holdings plc Annual Report and Accounts 2023 → ESG Review → Environmental → Financed emissions; P.53 GHG emissions data: ESG Datapack 2023 → Environmental Key facts: ESG Datapack 2023 → Scope 2 Dual Reporting: ESG Datapack 2023 → Financed emission target
8	Planet	Climate Change	TCFD implementation Fully implement the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). If necessary, disclose a timeline of at most three years for full implementation. Disclose whether you have set, or have committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement – to limit global warming to well below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C – and to achieve net-zero emissions before 2050.	HSBC Holdings plc Annual Report and Accounts 2023 → Strategic Report → ESG overview → Task Force on Climate-related Financial Disclosures ('TCFD'); P.17 HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Task Force on Climate-related Financial Disclosures ('TCFD'); P.69
9	Planet	Nature Loss	Land use and ecological sensitivity Report the number and area (in hectares) of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA).	ESG Datapack 2023 → Biodiversity & Water
10	Planet	Fresh water availability	Water consumption and withdrawal in water-stressed areas Report for operations where material: megalitres of water withdrawn, megalitres of water consumed and the percentage of each in regions with high or extremely high baseline water stress, according to WRI Aqueduct water risk atlas tool. Estimate and report the same information for the full value chain (upstream and downstream) where appropriate.	HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Net zero in our own operations P.63 ESG Datapack 2023 → Biodiversity & Water, Environmental Key facts HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Environmental → Net zero in our own operations; P.63
11	People	Dignity and Equality	Diversity and inclusion (%) Percentage of employees per employee category, by age group, gender and other indicators of diversity (e.g. ethnicity)	Our disclosure covers our own operations currently. Full value chain data is not available at this stage. HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Employees → Promoting diversity and fostering inclusion → Creating a diverse environment; P.77 ESG Datapack 2023 → Employee profile
12	People	Dignity and Equality	Pay equality (%) Ratio of the basic salary and remuneration for each employee category by significant locations of operation for priority areas of equality: women to men, minor to major ethnic groups, and other relevant equality areas.	HSBC Holdings plc Annual Report and Accounts 2023 → ESG review → Employees → Promoting diversity and fostering inclusion → Creating a diverse environment; P.77 ESG Datapack 2023 → Employee profile
13	People	Dignity and Equality	Wage level (%) 1. Ratios of standard entry level wage by gender compared to local minimum wage.	Website: https://www.hsbc.com/who-we-are/our-people-and-communities/inclusion/gender-and-ethnicity-data-by-market We are no longer disclosing this wage level metrics as this has now been superseded by the accreditation HSBC received as a living wage employer globally

World Economic Forum - Stakeholder Capitalism metrics

HSBC continues to review and expand on metrics for reporting environmental, social and governance (ESG) performance and takes the views of our stakeholders into account while doing so. In 2021, we committed to disclosing against the most relevant and meaningful to our business core metrics within the World Economic Forum 'Stakeholder Capitalism Metrics'. We are focused on providing investors with useful, relevant and meaningful sustainability information and we will look to evolve our disclosures over time. The following disclosures are based on the materiality review conducted internally and taking into account feedback from external stakeholders. Where the metrics were deemed not relevant or material to our business, we provided a brief explanation. For certain metrics, we focused the disclosure on our key markets and will be looking to expand the disclosure taking into account the evolving sustainability standards landscape.

14	People	Dignity and Equality	<p>Wage level (%)</p> <p>2. Ratio of CEO's total annual compensation to median total annual compensation of all employees (excluding the CEO)</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> Report of the Directors --> Corporate governance report --> Directors' remuneration report --> Pay ratio; P.296</p> <p>We currently disclose the ratio between the total pay of the CEO and the lower quartile, median and upper quartile pay of our UK employees in accordance with the methodology prescribed under the UK regulations. We believe this metric is the most material for our stakeholders.</p>
15	People	Dignity and Equality	<p>Risk for incidents of child, forced or compulsory labour</p> <p>An explanation of the operations and suppliers considered to have significant risk for incidents of child labour, forced or compulsory labour. Such risks could emerge in relation to:</p> <p>a) type of operation (such as manufacturing plant) and type of supplier; or</p> <p>b) countries or geographic areas with operations and suppliers considered at risk.</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> ESG review --> Governance --> Our respect for human rights; P.89</p> <p>Annual Statement under the UK Modern Slavery Act: www.hsbc.com/modernslaveryact</p>
16	People	Health and Wellbeing	<p>Health and safety (%)</p> <p>1. The number and rate of fatalities as a result of work-related injury; high-consequence work-related injuries (excluding fatalities); recordable work-related injuries; main types of work-related injury; and the number of hours worked.</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> Report of the Directors --> Corporate governance report --> Employees --> Health and safety; P.314</p> <p>Our disclosure focuses on the most material items to our business. We do not currently report on the numbers of hours worked.</p>
17	People	Health and Wellbeing	<p>Health and safety (%)</p> <p>2. An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided for employees and workers.</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> ESG Review --> Social --> Building a healthy workplace --> Being a great place to work; P.81</p> <p>Holdings plc Annual Report and Accounts 2023 --> Report of the directors --> Corporate governance report --> Employees --> Health and safety; P.314</p>
18	People	Skills for the future	<p>Training provided (#, \$)</p> <p>1. Average hours of training per person that the organization's employees have undertaken during the reporting period, by gender and employee category (total number of hours of trainings provided to employees divided by the number of employees)</p> <p>2. Average training and development expenditure per full time employee (total cost of training provided to employees divided by the number of employees).</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> ESG Review --> Social --> Developing skills, careers and opportunities; P.83</p> <p>ESG Datapack 2023 --> Employee profile</p>
19	Prosperity	Wealth creation and employment	<p>Absolute number and rate of employment</p> <p>1. Total number and rate of new employee hires during the reporting period, by age group, gender, other indicators of diversity and region.</p> <p>2. Total number and rate of employee turnover during the reporting period, by age group, gender, other indicators of diversity and region.</p>	<p>ESG Datapack 2023 --> Employee profile</p>
20	Prosperity	Wealth creation and employment	<p>Economic contribution</p> <p>1. Direct economic value generated and distributed (EVGD) – on an accruals basis, covering the basic components for the organization's global operations, ideally split out by: revenues, operating costs, employee wages and benefits, payments to providers of capital, payments to government, community investment.</p>	<p>Please refer to following pages of Annual Report and Accounts 2023:</p> <p>a. Revenue - HSBC Holdings plc Annual Report and Accounts 2023 --> Strategic report --> Financial overview --> Reported results; P.27</p> <p>b. Operating Costs - HSBC Holdings plc Annual Report and Accounts 2023 --> Strategic report --> Financial overview --> Reported results; P.27</p> <p>c. Employee wages and benefits - HSBC Holdings plc Annual Report and Accounts 2023 --> Notes on the financial statements --> Note 5. Employee compensation and benefits; P.363</p> <p>d. Payments to providers of capital - HSBC Holdings plc Annual Report and Accounts 2023 --> Notes on the financial statements --> Note 8. Dividends; P.371</p> <p>e. Payments to government - HSBC Holdings plc Annual Report and Accounts 2023 --> Financial Summary --> Consolidated income statement; P.102</p> <p>f. Community investment - HSBC Holdings plc Annual Report and Accounts 2023 --> ESG Review --> Social --> Engaging with our communities P.86</p>
21	Prosperity	Wealth creation and employment	<p>Economic contribution</p> <p>2. Financial assistance received from the government: total monetary value of financial assistance received by the organization from any government during the reporting period.</p>	<p>To the best of our knowledge and belief, neither the HSBC Group nor any of its principal subsidiaries has received material financial assistance from any government during the reporting period.</p>
22	Prosperity	Wealth creation and employment	<p>Financial investment contribution</p> <p>Total capital expenditures (CapEx) minus depreciation, supported by narrative to describe the company's investment strategy.</p>	<p>Total capital expenditure:</p> <p>In 2023, we have \$830m in assets capital investments net of depreciation and impairment primarily related to technology and real estate functions supporting our businesses. This is mainly driven by software assets.</p> <p>Software \$708m – HSBC continues to invest in technology to improve the digital experience for our customers and colleagues, driving improved capabilities, resilience and supporting continued efficiency across the Group cost base. We also continue to simplify our architecture, using more efficient technology to reducing cost and supporting our carbon net zero commitments</p> <p>HSBC Corporate Services capital investments in 2023 were \$641.8m cash / \$55.6m P&L, driven by capital spend on our real estate portfolio including offices, retail branches and data centers. Our investments support the Bank's strategic initiatives including investing in our buildings to be more sustainable and supporting our carbon net zero commitments. We also continued to invest in the future of workplace, and further enhance the client and colleague experience while providing a productive, healthy and safe environment. Finally, we also invest in optimising our footprint and continuously aim to reduce waste.</p>
23	Prosperity	Wealth creation and employment	<p>Financial investment contribution</p> <p>Share buybacks plus dividend payments, supported by narrative to describe the company's strategy for returns of capital to shareholders.</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> Report of the Directors --> Corporate governance report --> Share capital and other related governance disclosures; P.306</p> <p>Holdings plc Annual Report and Accounts 2023 --> Notes on the financial statements --> Note 8.Dividends; P.371</p>
24	Prosperity	Innovation in better products and services	<p>Total R&D expenses (\$)</p> <p>Total costs related to research and development.</p>	<p>We do not consider this metric to be material to our business.</p>
25	Prosperity	Community and social vitality	<p>Total tax paid</p> <p>The total global tax borne by the company, including corporate income taxes, property taxes, non-creditable VAT and other sales taxes, employer-paid payroll taxes, and other taxes that constitute costs to the company, by category of taxes.</p>	<p>HSBC Holdings plc Annual Report and Accounts 2023 --> ESG Review --> Governance --> A responsible approach to tax; P.95</p> <p>ESG Datapack 2023 --> Tax by country</p>

Forward-Looking Statements

This document contains both historical and forward-looking statements. All statements other than statements of historical fact are, or may be deemed to be, forward-looking statements. Forward-looking statements may be identified by the use of terms such as 'expects', 'targets', 'believes', 'seeks', 'estimates', 'may', 'intends', 'plan', 'will', 'should', 'potential', 'reasonably possible' or 'anticipates', variation of these words, the negative thereof or similar expressions. HSBC has based the forward-looking statements on current plans, information, data, estimates, expectations and projections about future events, and therefore undue reliance should not be placed on them. These forward-looking statements are subject to risks, uncertainties and assumptions about us, as described under 'Cautionary statement regarding forward-looking statements' and 'Additional cautionary statement regarding ESG data, metrics and forward-looking statements' contained in the HSBC Holdings plc Annual Report on Form 20-F for the year ended 31 December 2023, expected to be filed with the Securities and Exchange Commission ('SEC') on or around 22 February 2024 (the '2023 Form 20-F') and in other reports on Form 6-K furnished to or filed with the SEC subsequent to the 2023 Form 20-F ('Subsequent Form 6-Ks'). HSBC undertakes no obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. In light of these risks, uncertainties and assumptions, the forward-looking events discussed herein might not occur. Investors are cautioned not to place undue reliance on any forward-looking statements, which speak only as of their dates. Additional information, including information on factors which may affect the Group's business, is contained in the 2023 Form 20-F and Subsequent Form 6-Ks.

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