



Corporate Social  
Responsibility

# About HSBC

-  founded in **1865** in **Hong Kong**
-  around **38 million** customers worldwide
-  headquartered in **London**
-  around **3,900** offices in **67** countries and
-  territories
-  **233,000** full-time employees
- World's best bank **2017**(Euromoney)\*



\*Abbreviation : The Hongkong and Shanghai Banking Corporation

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# Highlights



**1.6 million**

people have gained access to fresh water since 2012 thanks to the HSBC Water Programme

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**USD150 million**

pledged to charities around the world to mark HSBC's 150 years in business

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**USD137 million**

donated to charitable programmes in 2016

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**40%**

of the electricity we use will be renewable by 2020

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**255,000 hours**

spent by employees who volunteered during the working day

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**Number 1**

for Climate Change Research in 2017, according to Extel

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## Climate business

As we support the transition to a low-carbon economy, various opportunities are emerging. These include:

- Supporting low-carbon energy production
- Improving energy efficiency in buildings and transport
- Adapting to the impact of climate change on agriculture, infrastructure, water and waste

We are playing an active part in the development of the green bond market. In 2015, we pledged to invest USD1 billion in a portfolio of green, social or sustainable bond sand issued a green bond for the first time through HSBC France.

[Link](#)

# Diversity and inclusion

Diversity is in our roots. HSBC was founded more than 150 years ago to finance trade between Europe and Asia. We have always brought different people and cultures together.

## Awards

HSBC's awards include being named:

- A top global employer in Stonewall's Workplace Equality Index in 2015, 2016 and 2017, and winner of their Global Trans Inclusion Award 2017
- A *Times* Top 50 Employer for Women in 2015, 2016 and 2017
- HSBC employees were also recognised in the *Financial Times*' 100 Leading Ethnic Minority Power List (2016 and 2017), Top 30 Ethnic Minority Future Leaders list (2017) and HERoes Champions for Women – UK Top 50 (Women) and Global Top 10 Women and Men lists (2017)

# Sustainability

Charitable programmes focus on :

- ❑ children and education
- ❑ the environment and wildlife
- ❑ and medical welfare and research

The HSBC **Education Programme** focuses on helping young people achieve their potential – supporting disadvantaged children and providing financial education and scholarships.

The HSBC **Water Programme**, which helps to protect and provide fresh water and sanitation facilities.

The **150 community fund**, which was set up to mark our 150th anniversary and will see HSBC donating USD150 million to local community projects.

Environment				
	Units	2016	2015 <sup>2</sup>	2014 <sup>1</sup>
Reporting coverage as % of Group	%	92	91	93
Total CO <sub>2</sub> emissions	tonnes	617,000	771,000	795,000
Total energy consumption	gigawatt hours	1,250	1,317	1,354
Energy consumption per FTE	kWh/FTE	5,797	5,564	5,624
Energy consumption per m <sup>2</sup>	kWh/m <sup>2</sup>	335	292	297
Total electricity consumption	gigawatt hours	1,091	1,151	1,202
Primary fuel sources (gas, oil, diesel etc)	gigawatt hours	158	165	152
Total waste produced	kilotonnes	26	31	34
Waste disposed to landfill	kilotonnes	8	12	13
Waste disposed per FTE to landfill	tonnes/FTE	0.04	0.05	0.06
Waste recycled	kilotonnes	18	19	21
% waste recycled	%	68	62	61
Total water consumption	thousand m <sup>3</sup>	2,841	2,885	3,331
Water consumption per FTE	m <sup>3</sup> /FTE	13.2	12.2	13.8
Total business travel	million km	718	892	939
Business travel per FTE	km/FTE	3,331	3,769	3,901
Air travel	million km	582	733	778
Domestic air travel	million km	166	212	233
International air travel	million km	416	521	545
Rail travel	million km	40	49	50
Road travel	million km	85	97	86
Other travel	million km	11	13	26

### Water programme

- Provided 1.6 million people with safe water and 2.5 million people with better sanitation
- Helped to protect 527,411 hectares of wetland and 1,826 km of river
- Taught 170,995 people how to reduce the impact of farming and fishing on freshwater sources
- Trained more than 8,000 HSBC employees as Citizen Scientists so that they can test the quality of freshwater in their area \*

USD100 million  
+  
USD50 million

- HSBC Youth Opportunities Programme

Theme: Disadvantaged children

Partner: SOS Children's Villages and local charity partners

Investment: Since 2006 HSBC Holdings plc has invested US\$43 million in the HSBC Youth Opportunities Programme and its predecessor programme, Future First.

Impact: 2006 – 2015: 953,071 young people reached with education and life skills support.

Projected reach of projects funded in 2016: 47,953 young people.

- Junior Achievement JA More than Money

Theme: Life skills and entrepreneurship

Partner: Junior Achievement Worldwide

Investment: Since 2008 HSBC Holdings plc has invested US\$12.95 million to support Junior Achievement and the delivery of the JA More than Money programme.

Impact: 2008 – 2015: 522,919 young people reached.

Projected reach through 2016 funding: 52,505 young people.\*

# SCANDAL

In late 2007, **Hervé Falciani**, an IT expert at HSBC's Swiss bank, hacked into its customer files.

The files – obtained through an international collaboration of news outlets, including the Guardian, the French daily Le Monde, BBC Panorama and the Washington-based International Consortium of Investigative Journalists – reveal that HSBC's Swiss private bank:

- Routinely allowed clients to withdraw bricks of cash, often in foreign currencies of little use in Switzerland.
- Aggressively marketed schemes likely to enable wealthy clients to avoid European taxes.
- Colluded with some clients to conceal undeclared “black” accounts from their domestic tax authorities.
- Provided accounts to international criminals, corrupt businessmen and other high-risk individuals.

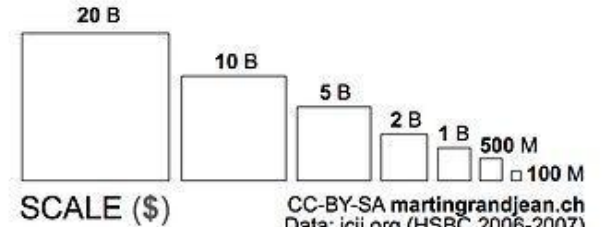
The HSBC files, which cover the period 2005-2007, amount to the biggest banking leak in history, shedding light on some **30,000** accounts holding almost **\$120bn** (£78bn) of assets.

In June 2015, HSBC and the Swiss prosecutor's office agreed to close the case/HSBC paid fine of 40 million Swiss francs (€ 38 million) [\\*](#)

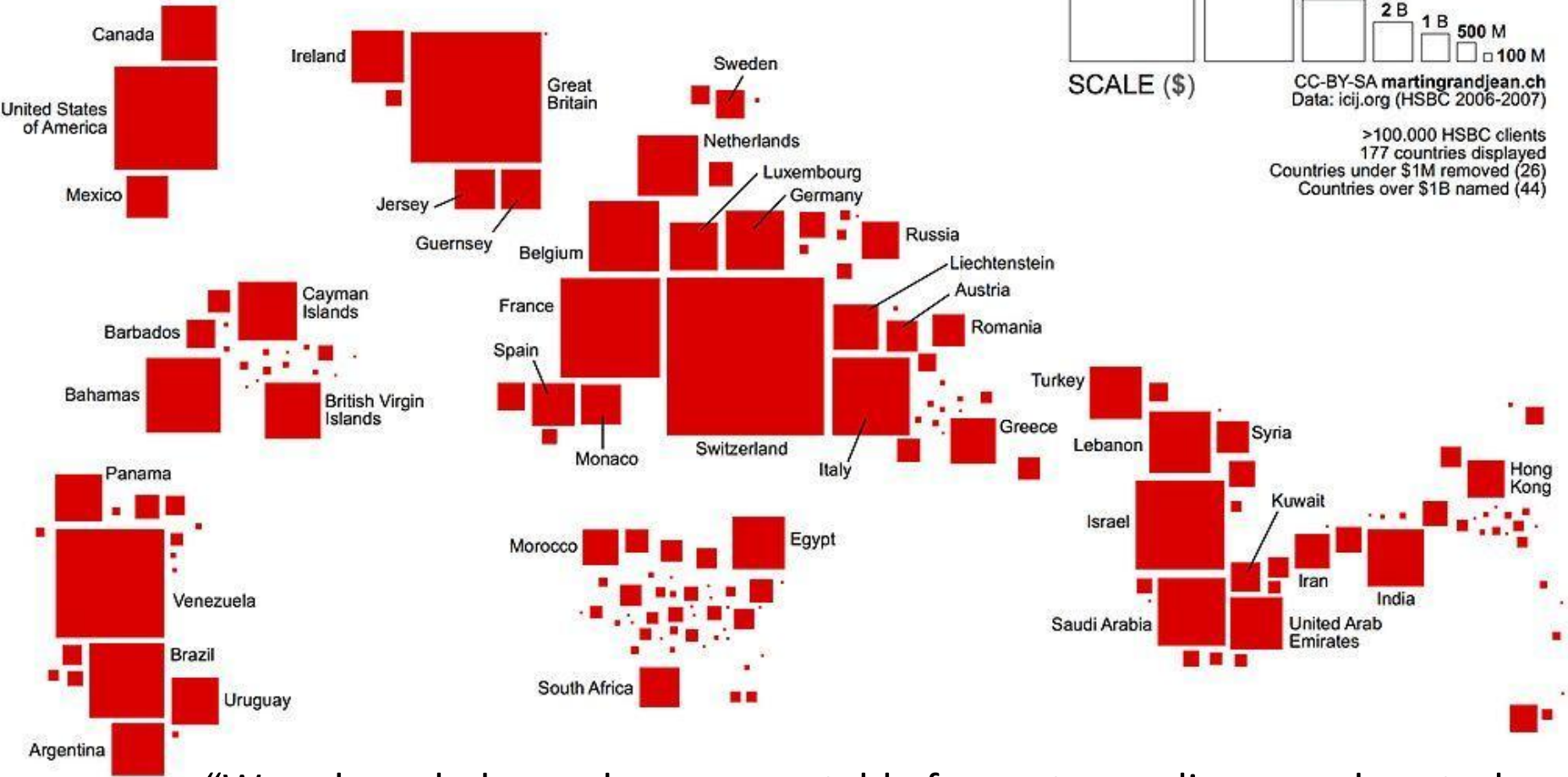


# SWISS LEAKS | Globalized finance

Mapping leaked HSBC amounts by country



>100,000 HSBC clients  
177 countries displayed  
Countries under \$1M removed (26)  
Countries over \$1B named (44)



“We acknowledge and are accountable for past compliance and control failures,” the bank said in a statement.

The Swiss arm, the statement said, had not been fully integrated into HSBC after its purchase in 1999, allowing “significantly lower” standards of compliance and due diligence to persist.

# References

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