

# Global Healthy Workplace Awards

**Andrew Gibbons**

Group Head of Wellbeing, HSBC

**Helen Seward**

Global Head of Health and Nutrition, Compass  
Group



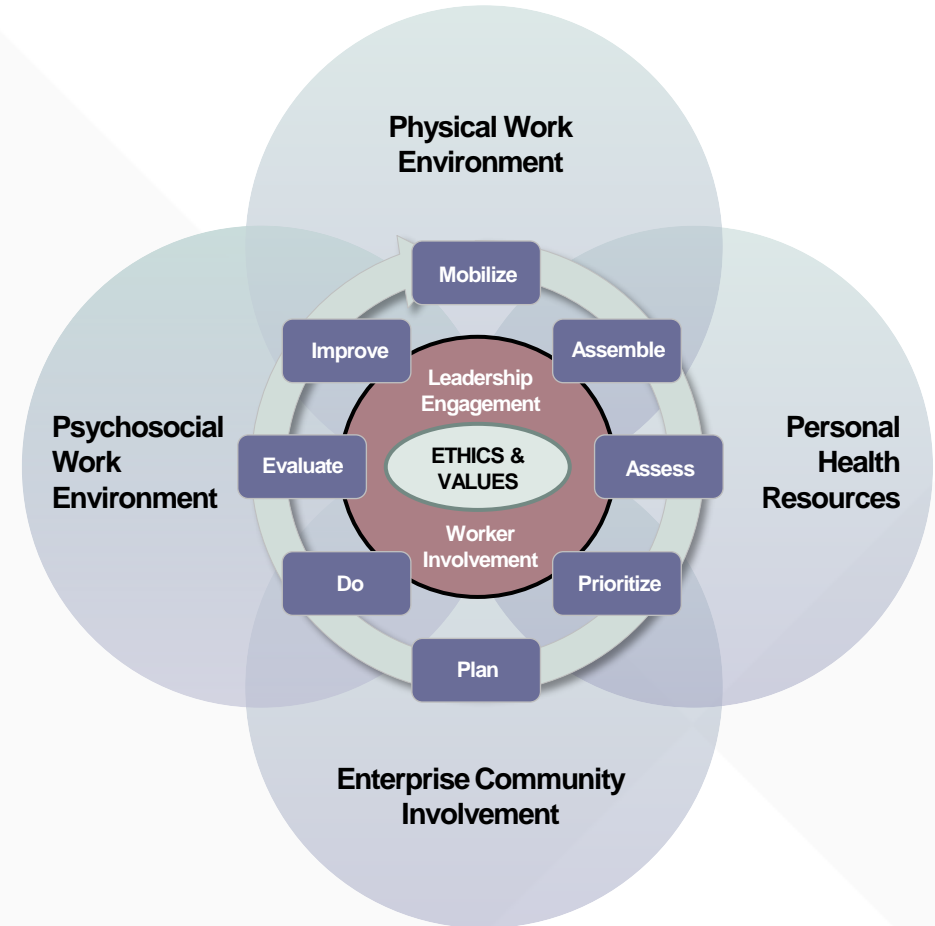


# Contents

Slide    Topic

---

2. Contents
3. Our global approach
4. Mental health
5. Financial health
6. Social health
7. Physical health and safety
8. Global impact

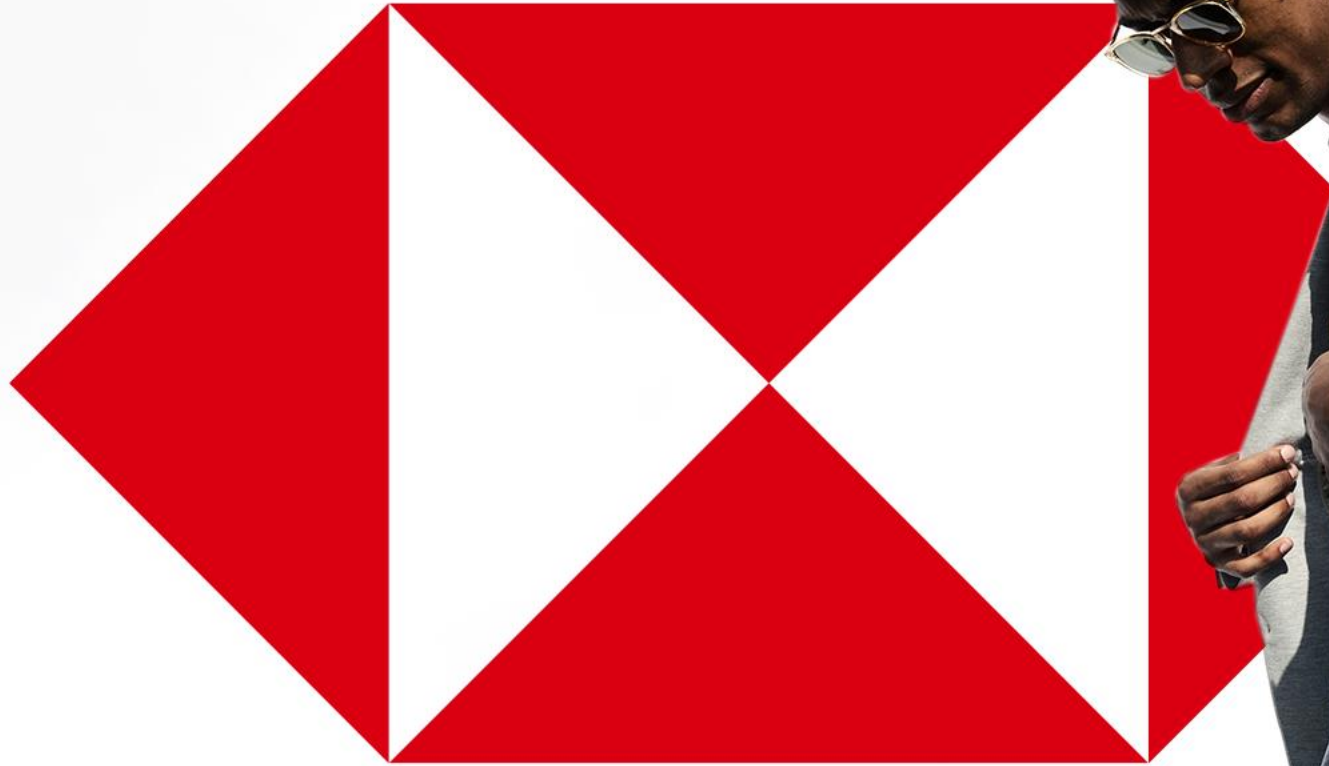
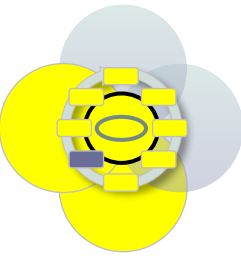


## Our Global Approach

Our wellbeing priorities are driven by feedback from our regular people surveys, which more than 50% of our people participate in on average.

This ensures we provide services and support that are useful and relevant. It's one of the reasons that wellbeing is the biggest driver of positive colleague sentiment at HSBC. It also allows us to empirically measure and evaluate our progress.

We firmly believe that providing consistent and equitable support to help our colleagues across 64 countries to be healthier and happier, will ensure the success of our business, and the people and communities we serve.



# Mental Health Highlights



We provide an EAP and Headspace in every location. EAP utilisation is **8%** and Headspace has **23k users**.



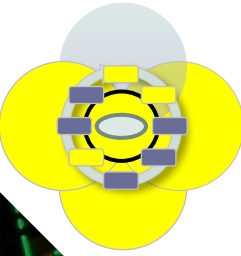
In January, HSBC found and launched the [Global Business Collaboration for Workplace Mental Health](#) alongside other multinationals at WEF's Davos Dialogues event. HSBC **GCEO, Noel Quinn** signed a **public pledge** to accelerate progress in workplace mental health.



Our global mandatory mental health e-learning module is completed by more than **200k colleagues in 64 countries annually**. Our voluntary mental health curriculum made up of a 30-minute e-learning and half-day classroom course, has been taken by more than **30k colleagues across 58 countries**.



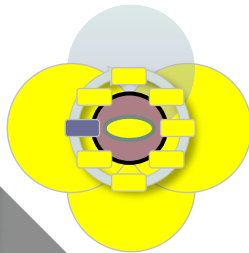
We celebrate **World Mental Health Day** each year. In October 2021, we ran a global campaign across all locations and created a film featuring colleagues from Europe, Asia and Americas sharing personal stories, viewed more than **60k times**. HR teams, employee resource groups and c-suite ambassadors held more than **40 virtual events** focused on inclusivity, in line with the global theme set by WHO of 'mental health in an unequal world'.



8 in 10 colleagues globally say their mental health is positive



# Financial Health Highlights



**All HSBC employees** that work in a jurisdiction with a legal minimum wage are paid at or above this amount.



HSBC Together is a unique employee banking proposition, which includes access to budgeting tools, seminars and clinics. It is now available in **10 countries** including India and China, reaching **more than 50% of our colleagues**.



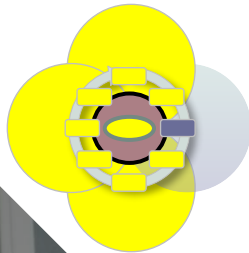
In 2021, our award-winning 'No Fixed Address' launched in UK and Hong Kong, with **1,455 accounts opened for people that are homeless, refugees or survivors of human trafficking**.



Our global financial wellbeing curriculum provides up to two hours of modular learning on healthy financial habits and savings strategies. **More than 2k colleagues across 36 countries have taken it.**

6 in 10 colleagues globally say their financial health is positive

# Social Health Highlights



We have introduced hybrid working and revamped our global flexible working policies enabling **all colleagues in every country** to work more flexibly.



Last year, colleagues gave more than **82k hours to community activities** during work time through our global volunteering programme.



Our global recognition programme 'At Our Best' enables colleagues to thank and show gratitude to one another for demonstrating our values. During the pandemic, our Covid-19 Heroes campaign generated more than **169k recognitions**, with a further **125k+ recognitions** sent in 2021.

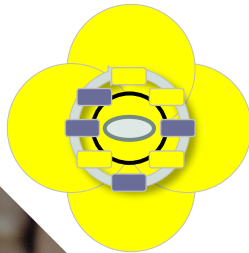


Our offices globally are being redesigned to create an environment that encourages better human social interaction where we can **collaborate, innovate and connect with each other**.

7 in 10 colleagues globally say their work life balance is positive



# Physical Health and Safety Highlights



We carried out more than **1,700 Covid-19-related workplace enhancements** to our HSBC offices globally



Telemedicine / Virtual GPs are made available to **more than 160k colleagues** globally and private medical insurance in almost all locations, **covering 98% of our colleagues**.



Our global nutrition programme, Eat Well Live Well, is live in **eight countries, across 35 sites reaching more than 70k colleagues** through workplace restaurants, virtual teaching kitchens and digital healthy eating resources.




In July, we ran a global awareness campaign for physical health, focusing on sleep, diet, activity and management of chronic illnesses. **More than 50k colleagues across all locations** participated in step challenges, photo competitions and wellness webinars featuring c-suite ambassadors, athletes and medical professionals encouraging healthy habits and providing guidance.

7 in 10 colleagues globally say their physical health is positive

# Global impact


Four year trend

75%  25


Believe HSBC cares about their wellbeing

Two year trend


## Mental health

81%  2


Rate mental health positively

78%  17

Know how to get support at HSBC

70%  12

Are confident talking to their line manager

63%  17

Feel able to take time off for a related concern

## Physical health


85% New

Rate nutrition positively


+6% improvement in diets and  
26% healthy sustainable eating

71% New 64% New

Rate activity positively Rate sleep positively

73%  10

Know how to get support at HSBC


77%  5

Are confident talking to their line manager


83%  8

Feel able to take time off for a related concern


## Financial security

68%  14


Rate financial security positively

56%  16

Know how to get support at HSBC

50%  14

Are confident talking to their line manager


42%  10

Could handle an unexpected expense without hardship


## Work-life balance

71% n/a

Rate work-life balance positively

71%  14

Know how to get support at HSBC

76%  12

Are confident talking to their line manager

68% n/a

Feel conditions in job allow them to be as productive as possible