

## HSBC HOLDINGS PLC

### ESG Data Pack

**FY 2020**

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 2020*, the *Interim Report 2020*, and other reports and financial information published by HSBC.

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Incorporated in England with limited liability. Registered number 617987

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*\* new disclosure to increase transparency as a result of progress towards alignment with the WEF metrics  
1 Senior leaders are defined as 0 to 3 in our global career band structure.*

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**1) WPB Customer complaint volumes<sup>1</sup>**

Complaints per 1,000 customers per month	Year		
	2020	2019	2018
UK	2.1	4.5	4.0
Hong Kong	0.6	0.5	0.5
France	6.8	7.8	7.6
US	2.8	2.9	3.9
Canada	3.8	3.9	3.1
Mexico	4.9	5.7	5.3
Singapore	1.4	1.3	1.4
Malaysia	0.5	0.6	0.4
China	0.6	0.6	0.7
UAE	4.5	5.1	5.6

*1 A complaint is defined as 'any expression of dissatisfaction, whether upheld or not, from (or on behalf of) a former, existing or prospective customer relating to the provision of, or failure to provide, a specific product or service activity'.*

**2) Customer satisfaction scores - WPB**  
**Net promoter score**

	Branch		Contact Centre		Relationship Manager		Online Banking	
	2020	Change in score vs 2019	2020	Change in score vs 2019	2020	Change in score vs 2019	2020	Change in score vs 2019
UK	62	0	39	+3	58	+13	48	+7
Hong Kong	57	+15	57	0*	49	+24	4	+2
France	44	+3*	50	+7	16	-18*	31	0
US	66	+1	32	+1	28	-12	21	-2
Canada	62	+6	28	-11	61	+8	21	+4
Mexico	26	-1	6	+12*	53	-8	51	+4
Singapore	21	+11*	5	+5	22	-1*	-21	+10
Malaysia	23	-2	1	+6	28	-4	-4	+40
China	46	-9*	25	+14*	34	0	n/a	n/a
UAE	35	+5	23	+4	23	-1	19	+23

\* 2019 benchmark data unavailable as the survey methodology changed. 2019 data reported is based on January/February 2020.

The net promoter score is measured by subtracting the percentage of 'detractors' from the percentage of 'promoters'. 'Detractors' are customers who provide a score of 0 to 6, and 'promoters' are customers who provide a score of 9 to 10 to the question: 'On a scale on 0 to 10, how likely is it that you would recommend HSBC to a friend or colleague'.

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**CMB Customer complaint volumes<sup>1</sup>**

Annual complaint volumes ('000)	Year		
	2020	2019	2018
UK <sup>2</sup>	81.9	78.8	62.8
Hong Kong	16.4	5.4	4.9
Europe (excl. UK)	2.4	2.7	3.0
Latin America	1.0	1.3	2.3
US	0.9	1.2	1.8
Middle East and North Africa	1.2	1.5	1.5
Asia (excl. HK)	0.9	0.8	0.9
Canada	0.5	0.8	0.7

*1 A complaint is defined as 'any expression of dissatisfaction, whether upheld or not, from (or on behalf of) a former, existing or prospective customer relating to the provision of, or failure to provide, a specific product or service activity'.*

*2 Volumes for the UK are received complaints from eligible complainants aligned to the current FCA reporting requirements. Volume of complaints for all other markets, complaint reason breakdown and commentary are based on total volumes of resolved complaints.*

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### GBM Customer complaint volumes

#### 1) Customer complaint volumes

Annual complaint volumes <sup>1</sup>	Year		
	2020	2019	2018
<b>By product</b>			
Global Banking	309	121	201
Global Markets and Securities Services	363	340	330
Global Liquidity and Cash Management <sup>2</sup>	760	919	1,251
Total	1,432	1,668	2,142

*1 A complaint is defined as any expression of dissatisfaction, whether upheld/justified or not, from (or on behalf of) a client relating to the provision of, or failure to provide, a specific product or service activity.*

*2 Global Liquidity and Cash Management excludes 1,175 complaints relating to payment operations, which is part of Digital Business Service.*

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**Employee profile data**

**1) Number of employees by region<sup>1</sup>**

	Year		
	2020	2019	2018
	<b>Number of employees</b>	<b>Number of employees</b>	<b>Number of employees</b>
Asia	127,248	131,697	130,736
Europe (excluding UK RFB)	39,977	40,854	40,037
UK RFB	21,211	22,740	22,814
Middle East and North Africa	9,290	9,413	9,759
North America	14,181	15,920	16,592
Latin America	19,133	20,322	20,640
<b>Total<sup>1</sup></b>	<b>231,040</b>	<b>240,946</b>	<b>240,578</b>

**2) % of employees by gender**

	% of employees	% of employees	% of employees
<b>All employees</b>			
Male	48%	48%	48%
Female	52%	52%	52%
<b>% of employees by gender by region</b>			*
<b>Asia</b>			
Male	48%	48%	48%
Female	52%	52%	52%
<b>Europe (excluding UK RFB)</b>			
Male	52%	52%	52%
Female	48%	48%	48%
<b>UK RFB</b>			
Male	38%	37%	37%
Female	62%	63%	63%
<b>Middle East and North Africa</b>			
Male	51%	51%	51%
Female	49%	49%	49%
<b>North America</b>			
Male	50%	50%	49%
Female	50%	50%	51%
<b>Latin America</b>			
Male	49%	50%	50%
Female	51%	50%	50%
<b>All senior leaders<sup>2</sup></b>			
Male	70%	71%	72%
Female	30%	29%	28%

<b>3) Ethnicity<sup>3</sup></b>		
	%	% *
<b>UK - All employees</b>		
White	60.5%	
Asian	12.6%	
Black	2.5%	
Mixed Race	1.4%	
Other	1.6%	
Prefer not to say	6.9%	
Not responded	14.4%	
<b>US - all employees</b>		
White	53.1%	
Asian	23.3%	
Black	7.2%	
Hispanic	9.7%	
Other	2.0%	
Prefer not to say	0.0%	
Not responded	4.6%	
<b>UK - senior leaders</b>		
White	60.0%	
Asian	10.5%	
Black	0.9%	
Mixed Race	1.6%	
Other	1.6%	
Prefer not to say	9.9%	
Not responded	15.6%	
<b>US - senior leaders</b>		
White	65.8%	
Asian	14.9%	
Black	2.5%	
Hispanic	6.0%	
Other	2.1%	
Prefer not to say	0.3%	
Not responded	8.4%	
<b>Population of Black employees<sup>4</sup></b>		
All employees	0.8%	*
Senior leaders	0.7%	

<b>Top 5 nationalities<sup>5</sup></b>			
All employees	%	%	%
Chinese	<b>23%</b>	23%	23%
Indian	<b>18%</b>	17%	17%
British	<b>16%</b>	16%	16%
Mexican	<b>7%</b>	7%	7%
French	<b>4%</b>	4%	4%
<b>Senior leaders</b>			
British	<b>36%</b>	36%	35%
Chinese	<b>10%</b>	9%	9%
French	<b>6%</b>	6%	7%
Indian	<b>6%</b>	6%	6%
Australian	<b>3%</b>	3%	3%
American	<b>3%</b>	3%	3%
<b>4) Tenure</b>	%	%	%
All employees			
0-5 years	<b>49%</b>	54%	54%
6-10 years	<b>20%</b>	17%	18%
11-20 years	<b>21%</b>	21%	18%
21-30 years	<b>6%</b>	6%	6%
>=31 years	<b>3%</b>	3%	3%
<b>Senior leaders</b>			
0-5 years	<b>40%</b>	46%	48%
6-10 years	<b>25%</b>	21%	20%
11-20 years	<b>25%</b>	25%	22%
21-30 years	<b>7%</b>	8%	8%
>=31 years	<b>3%</b>	3%	3%



<b>5) By age bracket</b>	%	%	%
<b>All employees</b>			
<=29	22%	26%	28%
30-39	41%	40%	39%
40-49	23%	21%	20%
50-59	11%	10%	10%
>=60	3%	3%	3%
<b>Employees by age bracket by region</b>			
<b>Asia</b>			
<=29	27%	32%	35%
30-39	46%	44%	42%
40-49	20%	18%	16%
50-59	6%	6%	6%
>=60	1%	1%	1%
<b>Europe (excluding UK RFB)</b>			
<=29	12%	14%	13%
30-39	31%	32%	33%
40-49	29%	28%	27%
50-59	17%	17%	17%
>=60	10%	10%	10%
<b>UK RFB</b>			
<=29	20%	24%	25%
30-39	32%	31%	31%
40-49	22%	21%	21%
50-59	20%	19%	19%
>=60	5%	5%	4%
<b>Middle East and North Africa</b>			
<=29	20%	22%	24%
30-39	47%	48%	49%
40-49	28%	25%	23%
50-59	5%	4%	4%
>=60	0%	0%	0%
<b>North America</b>			
<=29	11%	13%	13%
30-39	29%	30%	30%
40-49	28%	28%	28%
50-59	23%	23%	23%
>=60	8%	7%	6%
<b>Latin America</b>			
<=29	23%	27%	28%
30-39	44%	43%	43%
40-49	24%	22%	21%
50-59	8%	7%	7%
>=60	1%	1%	1%

<b>6) Employment type</b>	%	%	% *
Full time	95%	94%	95%
Part time	5%	6%	5%
<b>7) Employee turnover (voluntary leavers / average headcount)</b>	%	%	% *
<b>By gender</b>			
Male	8%	11%	11%
Female	8%	11%	11%
<b>By age group</b>			
<=19	24%	36%	28%
20-29	14%	19%	20%
30-39	6%	9%	10%
40-49	4%	5%	5%
50-59	4%	4%	5%
>=60	14%	15%	15%
<b>By region</b>			
Asia	9%	13%	14%
Europe (excluding UK RFB)	6%	7%	6%
UK RFB	6%	9%	10%
Middle East and North Africa	5%	7%	8%
North America	8%	9%	10%
Latin America	6%	9%	10%
<b>8) New hires</b>	%	%	% *
<b>By gender</b>			
All employees			
Male	51%	51%	49%
Female	49%	49%	51%
Senior leaders			
Male	68%	67%	71%
Female	32%	33%	29%
<b>By region</b>			
Asia	60%	61%	65%
Europe (excluding UK RFB)	17%	15%	13%
UK RFB	5%	7%	6%
Middle East and North Africa	3%	2%	3%
North America	5%	6%	6%
Latin America	10%	9%	9%

**9) Representation (snapshot self ID rates)**

			*
% of respondents answering snapshot demographic questions which identify as			
a) colleague with disability	4.2%	3.2%	4.7%
b) LGB+	7.7%	7.6%	—
c) transgender or gender non-binary	0.8%	0.9%	—
d) belonging to an ethnic minority	13.7%	12.2%	9.9%

**10) Employee training data<sup>6</sup>**

Total training hours (in millions)	5.2	6.5	6.2
Training days per FTE	2.9	3.5	2.8

\* new disclosure to increase transparency as a result of progress towards alignment with the WEF metrics.

1 Reported on a headcount basis as at 31 December 2020. Data excludes all contingency workers like Contractors / Consultants / Service Providers. Data excludes Saudi Arabia due to the local data restrictions. Full time equivalent ('FTE') employees were approximately 226,000 as at 31 December 2020.

2 Senior leaders are defined as 0 to 3 in our global career band structure.

3 UK data based on the ethnicity self-declarations of 79 per cent (32,370) of all HSBC UK-based employees as at 31 December 2020. US data based on the ethnicity self-declarations of 95 per cent (8,278) of all HSBC US-based employees as at 31 December 2020.

4 The calculations are based on a) the total number of self-identified Black employees divided by total employee headcount as at 31 December 2020 b) the total number of self-identified Black senior leaders divided by total senior leader headcount as at 31 December 2020.

5 Data is self-identified.

6 Data reflects a shift in 2020 from physical classroom training to shorter virtual equivalents and online resources.

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**Employee survey data (Snapshot)**

	Year <sup>1</sup>			2020 vs 2019	HSBC vs benchmark <sup>2</sup>
	2020	2019	2018		
<b>1) Employee engagement index</b>	<b>72</b>	67	69	+5	+2
I am proud to say I work for this company	77	74	76	+3	+5
I feel valued at this company	69	61	63	+8	-6
I would recommend this company as a great place to work	71	66	66	+5	+6
<b>2) Employee focus index</b>	<b>72</b>	—	—	—	+4
I generally look forward to going to work	68	—	—	—	+6
My work gives me a feeling of personal accomplishment	72	67	—	+5	+6
My work is challenging and interesting	77	—	—	—	0
<b>3) Strategy index</b>	<b>68</b>	—	—	—	-1
I have a clear understanding of this company's strategic objectives	73	—	—	—	+4
I am seeing the positive impact of our strategy	62	58	67	+4	-4
I feel confident about this company's future	70	67	75	+3	-3
<b>4) Change leadership index</b>	<b>74</b>	—	—	—	—
Leaders in my area set a positive example	71	65	67	+6	+7
My line manager does a good job of communicating reasons behind important changes that are made	78	—	—	—	-9
Senior leaders in my area communicate openly and honestly about changes to the business	72	—	—	—	+1
<b>5) Speak-up index</b>	<b>75</b>	68	69	+7	+10
My company is genuine in its commitment to encourage colleagues to speak up	79	73	74	+6	+26
I feel able to speak up when I see behaviour which I consider to be wrong	78	74	74	+4	+6
Where I work, people can state their opinion without the fear of negative consequences	68	60	58	+8	-1
<b>6) Trust index</b>	<b>75</b>	69	68	+6	+5
I trust my direct manager	82	78	76	+4	+9
I trust senior leadership in my area	71	65	64	+6	+1
Where I work, people are treated fairly	72	64	64	+8	+5
<b>7) Other items</b>					
Conditions in my job allow me to be as productive as I can be	68	63	65	+5	+13

<sup>1</sup> Each index comprises three constituent questions, with the average of these questions forming the index score.

<sup>2</sup> We benchmark Snapshot results against a peer group of global financial services institutions, provided by our research partner, Karian and Box. Scores for each question are calculated as the percentage of employees who agree to each statement.

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**Employee well-being data**  
 (% of respondents agreeing positively to the statement or question)

	Year		2020 vs 2019
	2020	2019	
In general, how would you rate your mental health?	81%	83%	-2
I am confident talking to my line manager about my mental health	70%	58%	+12
I know how to get support at this company about my mental health	78%	61%	+17
I feel able to take time off work when I experience a mental health concern	63%	46%	+17
I am able to integrate my work and personal life	74%	72%	+2
I am confident talking to my line manager about my work-life balance/flexibility	76%	64%	+12
I know how to get support at this company about my work-life balance/flexibility	71%	57%	+14
How well do you feel you manage financially?	68%	54%	+14
I could handle a major unexpected expense without significant hardship	42%	32%	+10
I am confident talking to my line manager about my financial capability	50%	36%	+14
I know how to get support at this company about my financial capability	56%	40%	+16

*A total of 92,000 colleagues responded to the 2020 global well-being survey, compared with 121,000 colleagues in 2019.*

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	Year			
	Cumulative total 2017-2020	2020	2019	2018
<b>\$100bn commitment</b>				
1) By type				
Facilitation	66.9	28.9	16.6	11.1
Financing	20.0	8.0	6.2	5.3
Investment	6.1	3.7	1.1	1.1
<b>Total</b>	<b>93.0</b>	<b>40.6</b>	23.9	17.5
2) By Global Business				*
WPB	6.1	3.7	1.1	1.1
CMB	15.0	4.8	4.9	4.1
GBM	71.9	32.1	17.9	12.3
<b>Total</b>	<b>93.0</b>	<b>40.6</b>	23.9	17.5
3) By Geography				
Asia	21.7	6.0	7.9	6.0
Europe	47.2	20.8	10.6	8.8
Middle East and North Africa	5.0	3.1	0.8	0.7
North America	16.9	10.0	3.9	1.7
Latin America	2.2	0.7	0.7	0.3
<b>Total</b>	<b>93.0</b>	<b>40.6</b>	23.9	17.5
<b>\$750-\$1tn commitment</b>		2020		*
1) By type				*
Facilitation		27.9		
Financing		4.9		
New definitions		3.5		
<b>Sustainable Financing</b>		<b>36.3</b>		
Facilitation		0.9		
Financing		3.1		
<b>Sustainable Infrastructure</b>		<b>4.0</b>		
<b>Sustainable Investments</b>		<b>3.8</b>		
<b>Total</b>		<b>44.1</b>		
2) By Global Business				*
WPB		3.7		
CMB		6.1		
GBM		34.3		
<b>Total</b>		<b>44.1</b>		
3) By Geography				*
Asia		6.8		
Europe		23.3		
Middle East and North Africa		3.3		
North America		10.0		
Latin America		0.7		
<b>Total</b>		<b>44.1</b>		

\* new disclosure to increase transparency as a result of progress towards alignment with the WEF metrics.

1 PwC provided limited assurance over progress towards the \$100bn sustainable finance commitment as at 31 December 2020 in accordance with the International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits and Reviews of Historical Financial Information'. This can be found on our website:

[www.hsbc.com/esg](http://www.hsbc.com/esg).

2 Included within the \$100bn facilitation total is \$2.8bn-worth of advisory services on HSBC-issued green/SDG bonds. Our green bond report summarises and our asset register lists the loans that underpin our issuances. The latest report includes \$1.6bn of balances as at 30 June 2020 that have been included within the financing total. The green report and asset register are available at:

[www.hsbc.com/our-approach/esg-information/esg-reporting-and-policies](http://www.hsbc.com/our-approach/esg-information/esg-reporting-and-policies).

3 PwC provided limited assurance over progress towards the new \$750bn-\$1tr sustainable finance commitment as at 31 December 2020 in accordance with the International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits and Reviews of Historical Financial Information'. This can be found on our website:

[www.hsbc.com/esg](http://www.hsbc.com/esg).

4 Included within the \$750bn-\$1tr sustainable finance total is \$95m-worth of advisory services on HSBC-issued green/SDG bonds. Our green bond report summarises and our asset register lists the loans that underpin our issuances. The latest report includes \$18m of balances as at 30 June 2020 that have been included within the lending section of then sustainable financing total. The green report and asset register are available at:

[www.hsbc.com/investors/fixed-income-investors/green-and-sustainability-bonds](http://www.hsbc.com/investors/fixed-income-investors/green-and-sustainability-bonds).

# HSBC

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### Environment

	Units	Year		
		2020	2019	2018
Reporting Coverage as % of Group FTE		93%	94%	93%
<b>CO2 Emissions (after uplift and scale up)<sup>1</sup></b>				
CO2 emissions from energy (Scope 1&2) <sup>2</sup>	tonnes	363,000	414,000	437,000
CO2 emissions from business travel <sup>2</sup>	tonnes	43,000	116,000	122,000
<b>Total CO2 emissions<sup>3</sup></b>	tonnes	<b>406,000</b>	530,000	559,000
CO2 emissions per FTE from energy	tonnes/FTE	1.57	1.76	1.87
CO2 emissions per FTE from business travel	tonnes/FTE	0.19	0.50	0.52
<b>Total CO2 emissions per FTE<sup>4</sup></b>	tonnes	<b>1.76</b>	2.26	2.39
CO2 emissions per m2	tonnes/m2	0.13	0.16	0.16
<b>CO2 Emissions per FTE by region (before uplift and scale up)</b>				
Europe	tonnes/FTE	0.55	1.12	1.14
Asia	tonnes/FTE	1.96	2.34	2.32
North America	tonnes/FTE	2.64	3.31	3.75
Latin America	tonnes/FTE	1.63	2.18	3.07
Middle East and North Africa	tonnes/FTE	3.38	3.91	4.01
<b>Resource Efficiency (before uplift and scale up)</b>				
<b>Energy</b>				
Total electricity consumption	GWh	814	914	960
Primary fuel sources (gas, oil, diesel etc.)	GWh	114	135	131
Total energy consumption	GWh	928	1,049	1,092
Energy consumption per FTE	kWh/FTE	4,344	4,786	5,024
Energy consumption per m2	kWh/ m2	288	317	318
<b>Waste</b>				
Waste disposed	kilotonnes	7	8	8
Waste recycled	kilotonnes	10	13	14
Total waste produced	kilotonnes	17	21	23
Waste disposed per FTE	tonnes/FTE	0.03	0.03	0.04
% recycled <sup>5</sup>	%	58	62	61
<b>Water</b>				
Total water consumption	thousand m3	2,065	2,400	2,425
Water consumption per FTE	m3/FTE	10	11	11
<b>Business travel</b>				
Short haul air travel	million km	84	221	242
Long haul air travel	million km	143	498	533
Air travel	million km	226	719	775
Rail travel	million km	15	39	41
Road travel	million km	57	95	77
Other travel	million km	36	76	71
Total business travel	million km	334	928	964
Business travel per FTE	km/FTE	1,561	4,228	4,436

<sup>1</sup> Since 2016, HSBC applied the Greenhouse Gas Protocol Scope 2 Guidance market based methodology.

<sup>2</sup> Data assured by PwC. Please see HSBC CO2 Emissions Reporting Guidance and PwC Assurance Report (available at <https://www.hsbc.com/our-approach/esg-information/esg-reporting-and-policies>).

<sup>3</sup> In 2020, travel restrictions and lower energy usage due to the Covid-19 outbreak favourably impacted our CO2 figures. Currently, the energy consumption from our employees working from home is not captured in this figure. Going forward, we will consider this type of energy consumption, depending on long term behaviour and materiality.

<sup>4</sup> In 2019, the way market based Scope 2 carbon emissions were reported to the Hong Kong market changed in accordance with the Greenhouse Gas Protocol guidance. This resulted in a 4% increase in our total reported carbon emissions for 2019, as Hong Kong represented our 2nd largest electricity consumption market. Excluding this change, our Total CO2 emissions per FTE would have been 2.17 tonnes per FTE.

<sup>5</sup> Recycling waste is one of our most challenging goals to achieve. Since 2011, we have reduced the amount of waste we produce by 66%. As we better understand the waste in our buildings, it has been harder to address the waste that is non-recyclable. We continue to address our waste challenge by finding ways to segregate and recycle.

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Scope 2 Electricity Dual Reporting

2020

	Market-Based Total (tonnes CO <sub>2</sub> e) <sup>1</sup>	Location-Based Total (tonnes Co2)	Instrument types <sup>2</sup>
France	414	2,007	REGOs cover 67% of French consumption - Residual mix from AIB for the res <sup>1</sup>
Germany	104	3,661	Supplier emission rate for 98% of the German consumption - Residual Mix from AIB for the res <sup>1</sup>
Hong Kong	127,764	128,003	RECs certificates and IEA factor
India	32,355	45,309	PPAs covering 29% of the energy consumed in India - National Factor from the Government of India Ministry of Power for the res <sup>1</sup>
LATAM	7,211	7,211	No market information available hence IEA factors used
Malta	1,435	1,634	Residual mix from AIB
Mexico	20,923	47,038	PPAs covering 56% of the energy consumed in Mexico - National Factor from the Government of Mexico for the res <sup>1</sup>
Middle East and Turkey	20,159	20,159	No market information available hence IEA factors used
North America	26,711	26,711	eGrid for US - IEA factors for the rest
Rest Asia Pacific	60,289	60,288	No market information available hence IEA factors used
Switzerland	88	140	Supplier emission rate
United Kingdom	—	47,566	Wind and Solar PPAs covering 86% of the energy consumed in the UK - REGOs to cover the remaining 14%
Scope 2 Group total	297,453	389,727	
Scope 1 Group total	25,228	25,228	
Group total emissions from Energy (before uplift and scale up)	322,681	414,955	
<b>Group total emissions from Energy after uplift and scale up<sup>3</sup></b>	<b>363,000</b>	<b>466,000</b>	

<sup>1</sup> Percentage of operations actually report under the market basis: 37.4% of HSBC's Energy consumption in KWh before uplift and scale up.

<sup>2</sup> Instruments types have been checked against Scope 2 Greenhouse Gas Protocol quality criteria.

<sup>3</sup> Data assured by PricewaterhouseCoopers LLP (PwC). Please see HSBC CO<sub>2</sub> Emissions Reporting Guidance and PwC Assurance Report (available at <https://www.hsbc.com/our-approach/esg-information/esg-reporting-and-policies>).

**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	<a href="https://ghgprotocol.org/scope_2_guidance">https://ghgprotocol.org/scope_2_guidance</a>
Residual Mix	<a href="https://www.aib-net.org/facts/european-residual-mix">https://www.aib-net.org/facts/european-residual-mix</a>
eGrid	<a href="https://www.epa.gov/egrid/egrid-summary-tables">https://www.epa.gov/egrid/egrid-summary-tables</a>
Government of India Ministry	<a href="https://cea.nic.in/wp-content/uploads/baseline/2020/07/user_guide_ver15.pdf">https://cea.nic.in/wp-content/uploads/baseline/2020/07/user_guide_ver15.pdf</a>
Government of Mexico	<a href="https://www.gob.mx/cms/uploads/attachment/file/538473/Factor_emision_electrico_2019.pdf">https://www.gob.mx/cms/uploads/attachment/file/538473/Factor_emision_electrico_2019.pdf</a>



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**Charitable Giving and Volunteering**

	Year <sup>1</sup>		
	2020	2019	2018
<b>Cash charitable giving</b>			
	<b>\$m</b>	<b>\$m</b>	<b>\$m</b>
Europe	48.3	37.3	45.8
- United Kingdom <sup>2</sup>	45.0	34.0	41.9
- France	1.2	0.9	1.6
Asia Pacific	48.9	46.0	40.6
- Hong Kong	15.9	16.4	16.1
- Mainland China	7.4	8.6	7.5
- Singapore	1.5	1.5	0.8
- Malaysia	0.7	0.7	0.7
- Indonesia	0.8	0.8	0.8
- Australia	0.7	0.7	0.4
- India	18.9	14.3	11.5
Middle East	4.3	4.4	4.1
- United Arab Emirates	3.4	3.8	3.1
North America	9.5	10.3	10.8
- Canada	3.0	3.2	2.9
- United States	6.5	7.2	7.9
Latin America	1.6	1.7	1.8
- Mexico	0.9	1.2	1.4
<b>Total</b>	<b>112.7</b>	<b>99.7</b>	<b>103.1</b>
<b>Employee volunteering</b>			
<b>Volunteering during work</b>	<b>Hours</b>	<b>Hours</b>	<b>Hours</b>
Europe	20,644	94,313	108,561
Asia Pacific	48,412	122,158	115,759
Middle East	1,856	8,157	8,674
North America	9,597	21,455	18,662
Latin America	1,826	11,033	12,482
<b>Total volunteering during work</b>	<b>82,335</b>	<b>257,116</b>	<b>264,138</b>
<b>Total volunteering during own time</b>	<b>194,540</b>	<b>492,504</b>	<b>426,071</b>
<b>Value of community contributions</b>	<b>\$m</b>	<b>\$m</b>	<b>\$m</b>
Cash charitable giving	112.7	99.7	103.1
Value of employee volunteering in work time	3.0	9.3	9.0
Management costs associated with charitable giving	8.2	9.5	9.2
<b>Total</b>	<b>123.9</b>	<b>118.5</b>	<b>121.3</b>

<sup>1</sup> For comparison purposes, currency values have been restated to reflect the position had foreign currency rates remained constant.

<sup>2</sup> Includes charitable giving by Holdings, towards programmes across all regions, as well as HSBC UK Bank plc.

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	Year		
	2020	2019	2018
<b>Taxes paid by country</b>			
	\$m	\$m	\$m
<b>Europe</b>	<b>3,022</b>	<b>3,077</b>	<b>3,398</b>
– UK	2,406	2,468	2,693
of which: HSBC Holdings	1,008	889	832
– France	489	476	536
– Germany	24	116	111
– Switzerland	5	(7)	13
– other	98	24	45
<b>Asia</b>	<b>3,911</b>	<b>1,487</b>	<b>2,742</b>
– Hong Kong	2,482	248	1,398
– Australia	147	180	140
– mainland China	348	76	235
– India	493	398	384
– Indonesia	6	50	44
– Malaysia	69	119	94
– Singapore	56	104	88
– Taiwan	44	68	53
– other	266	244	306
<b>Middle East and North Africa</b>	<b>299</b>	<b>313</b>	<b>234</b>
– UAE	73	66	67
– Egypt	108	136	104
– Turkey	33	42	—
– other	85	69	63
<b>North America</b>	<b>382</b>	<b>314</b>	<b>399</b>
– US	120	152	162
– Canada	262	162	240
– other	—	—	(3)
<b>Latin America</b>	<b>444</b>	<b>400</b>	<b>281</b>
– Mexico	202	179	90
– Argentina	208	188	163
– other	34	33	28
of which: Brazil	—	21	28
<b>Year ended 31 Dec</b>	<b>8,058</b>	<b>5,591</b>	<b>7,054</b>

### Forward-Looking Statements

This communication 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' contained in the HSBC Holdings plc Annual Report on Form 20-F for the year ended 31 December 2020, which is expected to be filed with the SEC on 24 February 2021 (the '2020 Form 20-F') and in other reports on Form 6-K furnished to or filed with the SEC subsequent to the 2020 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 HSBC Group's business, is contained in the 2020 Form 20-F and Subsequent Form 6-Ks.

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Registered number 617987