HSBC

HSBC HOLDINGS PLC

ESG Data Pack

FY 2024

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 2024,* the *Interim Report 2024,* and other reports and financial information published by HSBC.

Registered office and Group Head office: 8 Canada Square , London, E14 5HQ, United Kingdom
Web: www.hsbc.com
Incorporated in England and Wales with limited liability. Registration number 617987

Index

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.

HSBC

HSBC Holdings plc

Sustainable finance and investment ambition

For details, please refer to 'Sustainable finance and investment' section on page 45 of the Annual Report and Accounts 2024.

Sustainable Finance and Investment - Summary	Year					
	2024	2023	2022	2021	2020	Cumulative
	$bn	$bn	$bn	$bn	$bn	$bn
Capital Markets/Advisory (facilitated)	**37.3**	33.3	34.5	48.7	30.0	183.8
Balance Sheet Related Transactions - Total[1]	**47.4**	42.7	42.2	26.0	10.4	168.7
Lending Transactions	***46.1***	*41.5*	*39.0*	*25.5*	*10.3*	*162.4*
Guarantee Transactions	***1.3***	*1.2*	*3.2*	*0.5*	*0.1*	*6.3*
Investments (net new flows)[7]	**14.5**	7.7	7.5	7.7	3.7	41.1
Total Contribution[2,8]	**99.2**	**83.7**	**84.2**	**82.4**	**44.1**	**393.6**
Liabilities Transactions (deposits/issuances)	***0.0***	***0.1***	*0.4*	*0.2*	*0.1*	0.8

Sustainable Finance and Investment - Product View	Year					
	2024	2023	2022	2021	2020	Cumulative
	$bn	$bn	$bn	$bn	$bn	$bn
Green Bonds	**16.2**	13.7	16.0	20.0	9.9	75.8
Social Bonds	**7.2**	6.8	5.3	11.1	9.7	40.1
Sustainability Bonds	**12.6**	9.5	9.4	11.2	8.2	50.9
Transition Bonds	**0.0**	0.0	0.0	0.2	0.1	0.3
Sustainability Linked Bonds	**1.1**	2.7	3.7	5.0	1.1	13.6
Short Term Debt	**0.1**	0.0	0.0	0.2	0.1	0.4
ECM	**0.1**	0.5	0.1	1.0	0.3	2.0
Green Loan	**9.5**	11.8	6.4	4.0	2.1	33.8
Other Green Qualified Lending[9]	**9.4**	8.3	4.4	1.5	2.7	26.3
Green Company	**4.2**	0.0	0.0	0.0	0.0	4.2
Social Loans	**0.9**	0.2	1.0	0.0	0.0	2.1
Other Social Qualified Lending	**1.5**	1.5	0.4	0.2	0.0	3.6
Sustainability Linked Loans	**16.7**	17.1	24.6	18.2	2.3	78.9
Sustainability Improvement Loan	**1.0**	0.0	0.0	0.0	0.0	1.0
Green Trade Loan	**1.7**	1.3	1.0	0.2	0.1	4.3
Sustainable Trade Instrument	**1.3**	1.2	3.2	0.5	0.1	6.3
Sustainable Supply Chain Finance	**0.2**	0.0	0.1	1.2	0.0	1.5
Finance Advisory	**0.0**	0.0	0.0	0.0	0.6	0.6
Project Finance	**1.0**	1.4	1.1	0.2	3.1	6.8
Sustainable Finance	**84.7**	**76.0**	**76.7**	**74.7**	**40.4**	**352.5**
Investment - ESG Aligned	9.9	1.9	1.0			12.8
Investment - ESG Enhanced	3.9	5.0	6.2	6.4	0.7	22.2
Investment - Thematic	**0.7**	0.6	0.1	1.0	2.6	5.0
Investment - Impact	**0.0**	0.2	0.2	0.3	0.4	1.1
ESG and Sustainable Investing[7]	**14.5**	**7.7**	**7.5**	**7.7**	**3.7**	**41.1**
Total Contribution[2,8]	**99.2**	**83.7**	**84.2**	**82.4**	**44.1**	**393.6**
Green Liabilities (linked to green assets above)						
Green Deposits	**0.0**	0.0	0.3	0.2	0.0	0.5
Structured Green Bonds	**0.0**	0.1	0.1	0.0	0.1	0.3
	0.0	**0.1**	**0.4**	**0.2**	**0.1**	**0.8**

HSBC

HSBC Holdings plc

Sustainable Finance and Investment - Classification by Theme View	Year					
	2024	2023	2022	2021	2020	Cumulative
	$bn	$bn	$bn	$bn	$bn	$bn
Green - Use of Proceeds[3]	**42.2**	37.1	29.0	27.1	18.9	154.3
Green Capital Markets/Advisory	***16.4***	*14.3*	16.1	21.2	10.9	78.9
Green lending	***25.8***	*22.8*	12.9	5.9	8.0	75.4
Social - Use of Proceeds[4]	**9.6**	8.4	6.7	11.3	9.7	45.7
Social Capital Markets/Advisory	***7.2***	*6.8*	5.3	11.1	9.7	40.1
Social lending	***2.4***	*1.6*	1.4	0.2	0.0	5.6
Sustainable - Use of Proceeds[5]	**13.9**	10.7	12.6	11.7	8.3	57.2
Sustainable Capital Markets/Advisory	***12.6***	*9.5*	9.4	11.2	8.2	50.9
Sustainable lending	***1.3***	*1.2*	3.2	0.5	0.1	6.3
Sustainability Linked[6]	**19.0**	19.8	28.4	24.6	3.5	95.3
Sustainability Linked Capital Markets/Advisory	***1.1***	*2.7*	3.7	5.2	1.2	13.9
Sustainability Linked lending	***17.9***	*17.1*	24.7	19.4	2.3	81.4
ESG and Sustainable Investing - Net new flows[7]	**14.5**	7.7	7.5	7.7	3.7	41.1
Investments	**14.5**	7.7	7.5	7.7	3.7	41.1
Total Contribution[2,8]	**99.2**	**83.7**	**84.2**	**82.4**	**44.1**	**393.6**

	Year				
	2024	2023	2022	2021	2020
Sustainable Finance and Investment - Global Business View	**$bn**	$bn	$bn	$bn	$bn
WPB	**15.3**	7.7	7.5	7.7	3.7
CMB	**41.1**	33.6	24.4	15.4	6.1
GBM	**42.8**	42.4	52.3	59.3	34.3
Total	**99.2**	**83.7**	**84.2**	**82.4**	**44.1**
Sustainable Finance and Investment - Legal Entity View					
HSBC UK Bank plc	**9.6**	5.9	5.9	2.8	1.3
HSBC Bank plc	**35.3**	32.1	40.0	43.2	22.0
The Hongkong and Shanghai Banking Corporation Limited	**30.5**	28.6	22.1	17.8	6.8
HSBC Bank Middle East Limited	**3.5**	3.4	2.1	1.7	2.4
HSBC North America Holdings Inc.	**14.9**	8.2	7.4	10.5	8.6
HSBC Bank Canada	**0.0**	1.2	3.2	2.3	1.4
Grupo Financiero HSBC, S.A. de C.V.	**2.0**	2.3	1.3	2.1	0.1
Other trading entities	**3.4**	2.0	2.2	2.0	1.5
Total	**99.2**	**83.7**	**84.2**	**82.4**	**44.1**

HSBC

HSBC Holdings plc

Assets under management (AUM)	Year				
	2024	2023	2022	2021	2020
	$bn	$bn	$bn	$bn	$bn
Sustainable AUM	**179.8**	73.3	55.8	29.7	12.1

1 Balance sheet related transactions capture the facility limit or committed amount booked at the time of execution. Detailed transaction descriptions and reporting scope are set out in the Sustainable Finance and Investment Data Dictionary 2024 available at: www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

2 The $393.6bn cumulative progress since 1 January 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 2024 and PwC's limited assurance report, see www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

3 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 the Green Loan Principles of the Loan Market Association ('LMA'), Asia-Pacific LMA ('APLMA') and the Loan Syndications and Trading Association ('LSTA'), 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 (lending). The total shown is the sum of: Green Bonds, Short Term Debt, ECM, Finance Advisory (2020), Green Loans, Other Green Qualified Lending, Green Company, Green Trade Loan and Project Finance.

4 Social – Use of Proceeds: Social labelled products where the facility is aligned to the ICMA Social Bond Principles (capital markets) or the Social Loan Principles of the LMA, APLMA and LSTA, 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 (lending). The total shown is the sum of: Social Bonds, Social Loans and Other Social Qualified Lending.

5 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 are based on the GLP and reference the United Nations Sustainable Development Goals (SDGs). Sustainability use of proceeds can be used for green, social or a combination of green and social purposes. The total shown is the sum of: Sustainability Bonds and Sustainable Trade Instruments.

6 Sustainability Linked: Sustainability linked labelled products where the facility is aligned to the ICMA Sustainability linked Bond Principles (capital markets) or the Sustainability Linked Loan Principles of the LMA, APLMA and the LSTA, or lending which HSBC assesses to promote an improvement in the sustainability performance of the borrower (lending). The coupon or interest rate is dependent on whether the borrower achieves predefined sustainability performance target(s). The funds can be used for general purposes. The total shown is the sum of: Sustainability Linked Bonds, Transition Bonds, Sustainability Linked Loans, Sustainability Improvement Loans and Sustainable Supply Chain Finance.

7 ESG and Sustainable Investing - 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 2024.

8 Prior year values are not restated to reflect new products, which are reported only from the time they are approved by 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.

When a trigger event occurs and facilities are identified to no longer fulfil eligibility criteria, they are declassified and removed from the cumulative total as a negative entry in the at year of declassification.

9 In 2024 only 9 months of WPB green/energy efficient mortgages were included for the first time within Other Qualified Green Lending, future years' reporting will include 12 months' of transactions.

HSBC

HSBC Holdings plc

Climate risk metrics - Wholesale Credit Risk

For details, please refer to 'Wholesale credit risk' within Climate risk section on page 221 of the Annual Report and Accounts 2024.

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.

	Units	2024						
		Automotive	**Chemicals**	**Construction, Contracting & Building Materials[5]**	**Metals and mining**	**Oil and gas**	**Power and Utilities**	**Total**
Wholesale loan exposure as a proportion of total wholesale loans and advances[1,2,3,4]	%	**4**	**2**	**3**	**2**	**3**	**4**	**18**

1 Percentages 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. We are aiming to develop the appropriate systems, data and processes to provide enhanced disclosures in future years.

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 always align to our own reporting period.

3 The six high transition risk sectors make up 18% of total gross carrying amount of wholesale loans and advances to banks and customers of $596bn. Amounts include assets held for sale.

4 The sectors used to monitor the wholesale corporate lending portfolio set out in the table are different to the scope of sectors we focus on for financed emissions targets and reporting. The latter focus on the most carbon-emissive sectors, and the parts of the value chain where we believe the majority of emissions are produced to help reduce double counting. These sectors are set out within 'Financed emissions' section on page 48 of the Annual Report and Accounts 2024.

5 Construction, Contracting & Building Materials has been renamed from Construction & Building Materials. The name has been revised to clarify that parties who build assets for end clients, investors and landowners, which should be included in this sector for their associated construction risks.

HSBC

HSBC Holdings plc

Climate risk metrics - Retail Credit Risk

For details, please refer to 'Retail credit risk' within Climate risk section on page 221 of the Annual Report and Accounts 2024.

	Year											
	2024				2023 Restated				2023 Reported			
	By value		**By volume**		By value		By volume		By value		By volume	
Flood risk for UK retail banking residential mortgage portfolio by Region (Q3 2024) [1,2,4,5,7]	**% of regional lending Very high risk by value**	**% of regional lending high risk by value**	**% of regional lending Very high risk by volume**	**% of regional lending high risk by volume**	% of regional lending Very high risk by value	% of regional lending high risk by value	% of regional lending Very high risk by volume	% of regional lending high risk by volume	% of regional lending Very high risk by value	% of regional lending high risk by value	% of regional lending Very high risk by volume	% of regional lending high risk by volume
North West	**1.5 %**	**2.4 %**	**1.7 %**	**2.6 %**	1.5 %	2.4 %	1.7 %	2.6 %	0.6 %	3.4 %	0.7 %	3.6 %
West Midlands	**0.5 %**	**1.4 %**	**0.5 %**	**1.5 %**	0.5 %	1.4 %	0.5 %	1.5 %	0.1 %	1.8 %	0.1 %	2.0 %
Wales	**0.7 %**	**2.4 %**	**0.7 %**	**2.4 %**	0.7 %	2.4 %	0.7 %	2.4 %	0.2 %	2.9 %	0.2 %	2.7 %
South West	**0.8 %**	**2.5 %**	**1.0 %**	**2.5 %**	0.8 %	2.5 %	1.0 %	2.4 %	0.2 %	3.1 %	0.2 %	3.1 %
South East	**0.9 %**	**3.1 %**	**1.0 %**	**3.2 %**	0.9 %	3.0 %	1.0 %	3.2 %	0.2 %	3.7 %	0.3 %	4.0 %
Scotland	**0.9 %**	**1.9 %**	**0.9 %**	**2.0 %**	0.9 %	1.9 %	1.0 %	2.0 %	0.2 %	2.6 %	0.2 %	2.7 %
North East	**0.6 %**	**1.5 %**	**0.6 %**	**1.5 %**	0.7 %	1.5 %	0.7 %	1.4 %	0.1 %	2.1 %	0.1 %	2.0 %
Yorkshire and Humberside	**1.1 %**	**2.2 %**	**1.3 %**	**2.3 %**	1.1 %	2.2 %	1.3 %	2.3 %	0.3 %	3.0 %	0.4 %	3.1 %
East Midlands	**1.7 %**	**2.6 %**	**2.0 %**	**2.7 %**	1.7 %	2.6 %	2.1 %	2.7 %	0.7 %	4.6 %	0.8 %	5.0 %
East of England	**0.9 %**	**2.6 %**	**1.2 %**	**2.8 %**	0.9 %	2.6 %	1.2 %	2.9 %	0.1 %	2.9 %	0.2 %	3.0 %
Greater London	**0.8 %**	**3.8 %**	**0.9 %**	**4.0 %**	0.8 %	3.8 %	0.9 %	4.1 %	0.1 %	4.6 %	0.1 %	5.0 %
Northern Ireland	**0.6 %**	**1.5 %**	**0.7 %**	**1.6 %**	0.7 %	1.5 %	0.8 %	1.6 %	0.2 %	2.0 %	0.2 %	2.2 %
Missing	**1.9 %**	**3.1 %**	**1.1 %**	**4.6 %**	2.4 %	3.3 %	1.8 %	5.4 %	— %	— %	— %	— %
TOTAL UK Portfolio	**0.9 %**	**2.7 %**	**1.1 %**	**2.7 %**	**0.9 %**	**2.8 %**	**1.1 %**	**2.7 %**	**0.2 %**	**3.5 %**	**0.3 %**	**3.5 %**

*** Valid EPCs**	Year											
	2024						2023					
	% of lending by value			**% of lending by volume**			% of lending by value			% of lending by volume		
Energy Performance Certificate ('EPC') ratings for UK retail banking residential mortgage portfolio exc. Northern Ireland (Q3 2024) [1,3,4,8]	**Owner Occupied by Value**	**Buy to Let by Value**	**Total by Value**	**Owner Occupied by Volume**	**Buy to Let by Volume**	**Total by Volume**	Owner Occupied by Value	Buy to Let by Value	Total by Value	Owner Occupied by Volume	Buy to Let by Volume	Total by Volume
A and B	**8.8 %**	**20.4 %**	**9.2 %**	**7.0 %**	**13.8 %**	**7.3 %**	8.5 %	21.6 %	8.9 %	6.6 %	14.3 %	6.9 %
C	**17.7 %**	**25.7 %**	**18.0 %**	**15.7 %**	**28.1 %**	**16.2 %**	16.6 %	23.3 %	16.8 %	14.7 %	25.2 %	15.1 %
D	**26.8 %**	**22.3 %**	**26.7 %**	**23.1 %**	**25.0 %**	**23.2 %**	27.3 %	21.3 %	27.1 %	23.9 %	24.2 %	23.9 %
E	**8.6 %**	**5.2 %**	**8.5 %**	**7.0 %**	**5.7 %**	**6.9 %**	9.6 %	5.6 %	9.4 %	7.8 %	6.1 %	7.8 %
F & G	**2.0 %**	**0.1 %**	**1.9 %**	**1.6 %**	**0.2 %**	**1.6 %**	2.2 %	0.2 %	2.1 %	1.8 %	0.3 %	1.7 %
Missing EPCs	**36.0 %**	**26.2 %**	**35.7 %**	**45.7 %**	**27.3 %**	**44.9 %**	35.7 %	28.0 %	35.5 %	45.2 %	30.0 %	44.7 %
Total Available EPCs	**64.0 %**	**73.8 %**	**64.3 %**	**54.3 %**	**72.7 %**	**55.1 %**	64.3 %	72.0 %	64.5 %	54.8 %	70.0 %	55.3 %

*** Including Expired EPCs**

	Year					
	2024					
	% of lending by value			**% of lending by volume**		
Energy Performance Certificate ('EPC') ratings for UK retail banking residential mortgage portfolio exc. Northern Ireland (Q3 2024)[1,4,6,8]	**Owner Occupied by Value**	**Buy to Let by Value**	**Total by Value**	**Owner Occupied by Volume**	**Buy to Let by Volume**	**Total by Volume**
A and B	**10.3 %**	**21.5 %**	**10.7 %**	**8.6 %**	**14.8 %**	**8.8 %**
C	**22.2 %**	**28.5 %**	**22.4 %**	**21.2 %**	**31.5 %**	**21.6 %**
D	**35.8 %**	**25.5 %**	**35.4 %**	**33.7 %**	**29.1 %**	**33.5 %**
E	**13.2 %**	**6.3 %**	**13.0 %**	**11.9 %**	**7.1 %**	**11.7 %**
F & G	**3.3 %**	**0.3 %**	**3.2 %**	**2.9 %**	**0.4 %**	**2.8 %**
Missing EPCs	**15.2 %**	**17.8 %**	**15.3 %**	**21.8 %**	**17.1 %**	**21.6 %**
Total Available EPCs	**84.8 %**	**82.2 %**	**84.7 %**	**78.2 %**	**82.9 %**	**78.4 %**

1 For both UK flood and EPC Data, we disclose 30 Sept 2024 position. This is due to the time required for the data to be processed and our reliance on the government's public EPC data, which usually lags one month behind, Data is provided quarterly by our third party data provider. For loan maturity data this is as at 31 Dec 2024. Data has been collected for reporting since 2021.

2 This table represents present day flood risk to approximately 93.7% of the UK retail mortgage portfolio by value as at September 2024. Work is to be undertaken during 2025 to close the missing data gap of 6.3% that is largely due to property level data issues. We estimate that on a total value basis, and at risk levels based on a 2021 position, 0.9% is at very high risk risk of flooding and 2.7% of the UK retail mortgage portfolio is at high risk of flooding. This is based on data we source from a third party provider. Our current approach to risk appetite considers potential future risk.

3 This table represents available EPC ratings for approximately 64.3% of the UK retail mortgage portfolio by value as at September 2024 and contains public sector information licensed under the Open Government Licence v3.0. England and Wales data is sourced from MHCLG – Ministry of housing, communities & local government, 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 with approx. 15,600 missing an EPC rating as this is not currently available through bulk access for commercial users, and therefore not available to our third party data provider. Legislation was introduced later into Scotland where there is lower EPC coverage. Work is to be undertaken during 2025 to close the missing data gap.

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

5 Due to data challenges the current model does not account for subsidence risk.

6 Available EPC data is combined with expired EPC data where available (only for 2024) to present a more complete EPC profile of the portfolio.

7 During 2024 we changed our flood risk classification of both Very High Risk and High Risk to align to the provider's flood score bandings. The postcode data used in the regional flood table found in the ESG data file has also been refined to incorporate a more granular approach. This has helped to aid the regional allocation and as a result the 2023 data has been restated to reflect this. The impact of the change was not material and the regions most impacted were East of England, East Midlands and South East.

8 We have stopped reporting Potential EPCs to align with market practice and given the current EPC system of measurement is under review by the UK government and expected to evolve.

Exposure of our buildings to storms

For details, please refer to 'Understanding the resilience of our critical properties' section on page 228 of the Annual Report and Accounts 2024.

Number of Storms[1]	**Properties at Risk 2024**[2]			**Buildings Affected** [3]	**Business Impact**
	Office	**Branch**	**Data Centres**		
40	319	2,549	58	3[4]	Minor business impact

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

Number of Storms[1]	Properties at Risk 2022[2]			Buildings Affected [3]	Business Impact
	Office	Branch	Data Centres		
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.

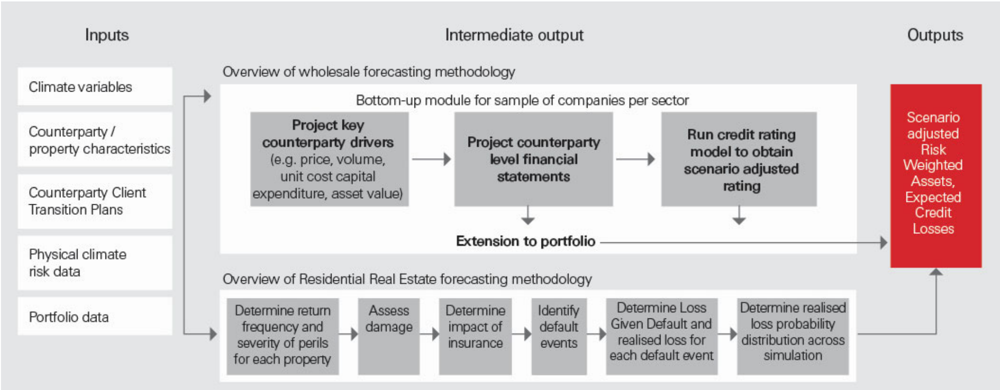
4 Mexico - On the 24th September 2024, hurricane John category 3 hits the coast of Acapulco, causing damage/ loss of electricity to 3 branches: 76 Acapulco Centro, 509 Acapulco Dorado and 1993 Acapulco Diamante. Based on the 4th October update, all 3 branches are now operational.

5 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.

HSBC Holdings plc

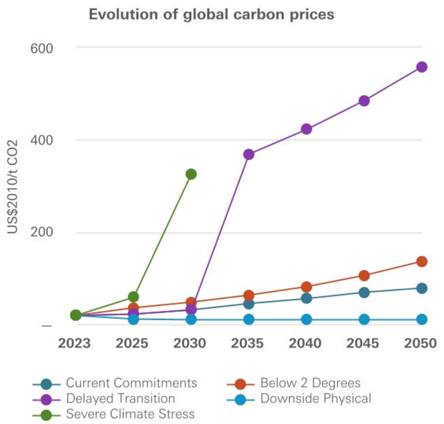
Climate scenario analysis

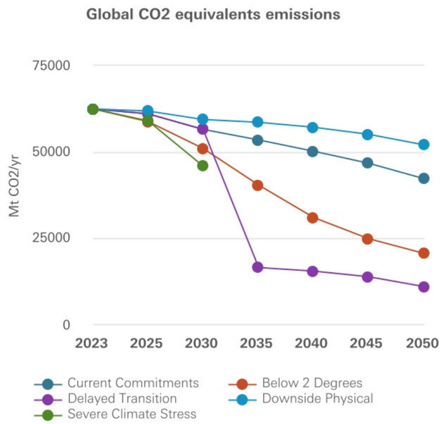
Overview of climate scenario analysis modelling framework[1]



1 For further details of our modelling approach, see page 224 of the Annual Report and Accounts 2024.

Trajectory of global carbon prices and carbon emissions under our different climate scenarios[2]





2 For further details how climate change is impacting HSBC's wholesale lending portfolio, see page 225 of the Annual Report and Accounts 2024.

Financed emissions

For details, please refer to 'Financed emissions' section on page 48 of the Annual Report and Accounts 2024.

2024

On-balance sheet financed emissions– wholesale credit lending and project finance[1,2]

					PCAF Data quality score[3]	
Sector	**Year**	**Scope 1-2 (Mt CO2e)**	**Scope 3 (Mt CO2e)**	**Emissions intensity**	**Scope 1 and 2**	**Scope 3**
Oil and gas	2022	1.3	16.2	N/A	3.2	3.2
	2023†	1.6	15.2	N/A	2.4	2.7
Power and utilities	2022	7.6	N/A	401.7	3.3	N/A
	2023†	7.3	N/A	349.6	3.1	N/A
Cement	2022	4.5	N/A	0.71	2.9	N/A
	2023†	6.3	N/A	0.59	2.3	N/A
Iron, steel and aluminium	2022	2.7	N/A	2.5	3.0	N/A
	2023†	1.8	N/A	2.1	2.9	N/A
Aviation	2022	3.3	0.15	90.2	3.2	2.4
	2023†	2.6	0.21	79.6	3.1	2.6
Automotive	2022	0.11	4.0	170.1	2.7	3.4
	2023†	0.12	6.0	152.4	2.2	3.2
Thermal Coal Mining	2021†	0.05	1.33	N/A	3.1	3.1
	2022†	0.07	1.37	N/A	3.1	3.1

2024

Facilitated emissions (33% weighting)

For details, please refer to the 'Targets and progress' section on page 56 of the Annual Report and Accounts 2024.

Facilitated emissions – ECM, DCM and syndicated loans[4] (33% weighting)

					PCAF Data quality score[3]	
Sector	**Year**	**Scope 1-2 (Mt CO2e)**	**Scope 3 (Mt CO2e)**	**Emissions intensity**	**Scope 1 and 2**	**Scope 3**
Oil and gas	2022	0.36	4.7	N/A	3.3	3.3
	2023†	0.27	2.7	N/A	2.1	2.5
Power and utilities	2022	1.2	N/A	358.7	2.9	N/A
	2023†	1.5	N/A	322.2	2.6	N/A

1 The total amount of short-term finance excluded for the thermal coal mining sector was 0.04% and 0.1% of total loans and advances to customers at 31 December 2021 and 31 December 2022 respectively; in 2023, for all other sectors, it was 0.7% of total loans and advances to customers at 31 December 2023.

2 The total loans and advances analysed for the thermal coal mining sector were 0.1% of total loans and advances to customers at 31 December 2021 and 31 December 2022, respectively. For all other sectors in 2023, the total loans and advances analysed were 2.7% of total loans and advances to customers at 31 December 2023. 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 The total capital markets activity analysed applying a 100% weighting in 2023 was $10.4.bn, representing 3.3% of capital markets activity at 31 December 2023.

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

HSBC

HSBC Holdings plc

		2024				
Facilitated emissions (100% weighting)	*For details, please refer to the 'Targets and progress' section on page 56 of the Annual Report and Accounts 2024.*	**Facilitated emissions – ECM, DCM and syndicated loans[1] (100% weighting)**				
					PCAF Data quality score[2]	
Sector	**Year**	**Scope 1-2 (Mt CO2e)**	**Scope 3 (Mt CO2e)**	**Emissions intensity[4]**	**Scope 1 and 2**	**Scope 3**
Oil and gas	2022	1.1	14.1	N/A	3.3	3.3
	2023†	0.81	8.2	N/A	2.1	2.5
Power and utilities	2022	3.8	N/A	358.7	2.9	N/A
	2023†	4.6	N/A	322.2	2.6	N/A

1 The total capital markets activity analysed applying a 100% weighting in 2023 was $10.4bn, representing 3.3% of capital markets activity at 31 December 2023.

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

† 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 52 of the Annual Report and Accounts 2024.

Sector[1]	Baseline	2022	2023	2023 % 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	31.9	23.2	(46)%	(34)%	Mt CO2e	IEA NZE 2021
Power and utilities	513.4 in 2019	396.8	349.0	(32)%	138.0	tCO2e/GWh	IEA NZE 2021
On-balance sheet financed emissions							
Cement	0.64 in 2019	0.71	0.59	(8)%	0.46	tCO2e/t cement	IEA NZE 2021
Iron, steel and aluminium	1.8 in 2019	2.5	2.1	17 %	1.05 (1.43)[3]	tCO2e/t metal	IEA NZE 2021
Aviation	84.0 in 2019	90.2	79.6	(5)%	63.0 [4]	tCO2e/million rpk	IEA NZE 2021
Automotive	191.5 in 2019	170.1	152.4	(20)%	66.0	tCO2e/million vkm	IEA NZE 2021
Thermal coal mining	4.7 in 2020	1.44	N/A	N/A	(70)%[5]	Mt CO_2e	IEA NZE 2021

1 Our absolute and intensity emissions metrics and targets are measured based on the drawn exposures of the counterparties in scope for each sector. Emissions intensity is a weighted average according to the portfolio weight of each investment, as a proportion of the total portfolio value. For oil and gas; and power and utilities, the baseline, progress and target figures represent combined on-balance sheet financed and facilitated emissions. For cement; iron, steel and aluminium; aviation; automotive; and thermal coal mining, the baseline, progress and target figures represent on-balance sheet financed emissions. For the aviation and automotive sectors, the target figure is unchanged while the 2022 figure represents restated on-balance sheet financed emissions. For thermal coal mining, the target is unchanged while the 2020 baseline figure has been re-baselined.

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 mining sector, absolute emissions are measured in million tonnes of carbon dioxide equivalent (‘Mt CO2e’).

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 used in the baseline 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 thermal coal mining absolute financed emissions reduction target.

Re-baselines and restatements

		Previously Reported		Restated Metrics		Percentage Change	
Sector	**Reporting metrics**	**2020**	**2022**	**2020**	**2022**	**2020**	**2022**
Automotive	On-balance sheet financed - tCO_2e/million vkm	-	216.6	-	170.1	-	(21)%
Automotive	On-balance sheet financed - Mt CO_2e	-	5.5	-	4.1	-	(25)%
Aviation	On-balance sheet financed - tCO_2e/million rpk	-	86.5	-	90.2	-	4 %
Aviation	On-balance sheet financed - Mt CO_2e	-	2.7	-	3.5	-	30 %
Thermal Coal Mining	On-balance sheet financed - Mt CO_2e	4.0	-	4.7	-	18 %	-

HSBC
HSBC Holdings plc

Environmental key facts

For details, please refer to the 'Net zero in our own operations' section on page 59 of the Annual Report and Accounts 2024.

	Units	Year		
		2024	2023	2022
Reporting Coverage as % of Group FTE		**97.7 %**	96.0 %	92.4 %
Energy and travel greenhouse gas emissions[1,2]				
Scope 1	tonnes CO2e	**15,025**	16,918	19,329
Scope 2 (market-based)	tonnes CO2e	**83,760**	167,174	223,334
Scope 3 emissions				
Category 1: Purchased Goods and Services [4]	tonnes CO2e	**866,873**	880,494	865,747
Category 2: Capital Goods [4]	tonnes CO2e	**127,158**	123,763	144,232
Category 6: Business Travel	tonnes CO2e	**133,878**	109,241	42,285
Total	**tonnes CO2e**	**1,226,693**	1,297,590	1,294,927

Supply chain greenhouse gas emissions		Year		
		2024	2023	2022
Purchased Goods & Services[2]				
Scope 1 & 2[4]	tonnes CO2e	**202,127**	194,880	218,152
Data quality score[3]		**3.0**	3.0	3.1
Scope 3[4]	tonnes CO2e	**664,746**	685,614	647,595
Data quality score[3]		**3.3**	3.1	3.3
Total purchased goods & services (Scope 1,2 &3)[4]	tonnes CO2e	**866,873**	880,494	865,747
Capital Goods[2]				
Scope 1 & 2[4]	tonnes CO2e	**33,266**	30,906	29,801
Data quality score[3]		**3.1**	2.9	3.1
Scope 3[4]	tonnes CO2e	**93,892**	92,857	114,431
Data quality score[3]		**3.4**	3.0	3.4
Total capital goods (Scope 1,2 &3)[4]	tonnes CO2e	**127,158**	123,763	144,232

Supply chain greenhouse gas emissions revisions		**Previously Reported**		**Recalculated metrics**		**Percentage change**	
		2019	**2023**	**2019**	**2023**	**2019**	**2023**
Purchased Goods & Services							
Scope 1 & 2	tonnes CO2e	268,058	189,737	**272,752**	**194,880**	**1.8 %**	**2.7 %**
Scope 3	tonnes CO2e	561,577	669,519	**761,220**	**685,614**	**35.6 %**	**2.4 %**
Capital Goods							
Scope 1 & 2	tonnes CO2e	13,053	28,361	**15,220**	**30,906**	**16.6 %**	**9.0 %**
Scope 3	tonnes CO2e	24,564	93,422	**35,431**	**92,857**	**44.2 %**	**(0.6)%**

HSBC
HSBC Holdings plc

Our financed emissions[5]		Year		
Scope 3 - indirect (Downstream activities - investments and financed emissions)	Unit[6]	**2024**	**2023**	**2022**
Combined on-balance sheet financed and facilitated emissions				
Oil and gas	Mt CO2e	**N/A**	23.2	31.9
Power and utilities	tCO2e/GWh	**N/A**	349.0	396.8
On-balance sheet financed emissions				
Cement	tCO2e/t cement	**N/A**	0.59	0.71
Iron, steel and aluminium	tCO2e/t metal	**N/A**	2.1	2.5
Aviation	tCO2e/million rpk	**N/A**	79.6	90.2
Automotive	tCO2e/million vkm	**N/A**	152.4	170.1
Thermal coal mining	Mt CO_2e	**N/A**		1.44
GHG emissions intensity ratio[1]				
By Scope				
Scope 1 - direct	tonnes CO2e/FTE	**0.07**	0.08	0.09
Scope 2 - indirect	tonnes CO2e/FTE	**0.39**	0.76	1.02
Scope 3 - indirect (Category 1: Purchased Goods and Services)[4]	tonnes CO2e/FTE	**4.03**	3.98	3.94
Scope 3 - indirect (Category 2: Capital Goods)[4]	tonnes CO2e/FTE	**0.59**	0.56	0.66
Scope 3 - indirect (Category 6: Business Travel)	tonnes CO2e/FTE	**0.62**	0.49	0.19
Total GHG emissions per FTE - Scope 1, 2 and 3 (category 6)	tonnes CO2e/FTE	**1.08**	**1.32**	**1.30**
Total GHG emissions per FTE - Scope 1, 2 and 3 (category 1, 2 and 6)		**5.70**	**5.86**	**5.90**
GHG emissions per m^2				
By Scope				
Scope 1	tonnes CO2e/m^2	**0.01**	0.01	0.01
Scope 2	tonnes CO2e/m^2	**0.03**	0.07	0.09
Scope 3 - Cat 1 (Purchased Goods & Services)[4]	tonnes CO2e/m^2	**0.36**	0.35	0.33
Scope 3 - Cat 2 (Capital Goods)	tonnes CO2e/m^2	**0.05**	0.05	0.06
Scope 3 – Cat 6 (Business Travel)	tonnes CO2e/m^2	**0.05**	0.04	0.02
Total GHG emissions per m^2 - Scope 1, 2 and 3 (category 6)	tonnes CO2e/m^2	**0.10**	**0.12**	**0.12**
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**	**0.51**
GHG emissions (Scope 1, 2 and 3 (category 6)) per FTE by region[7]				
Europe	tonnes CO2e/FTE	**1.45**	1.15	0.64
Asia	tonnes CO2e/FTE	**0.71**	1.17	1.25
North America	tonnes CO2e/FTE	**5.17**	3.00	2.45
Latin America	tonnes CO2e/FTE	**0.45**	0.51	1.11
Middle East and North Africa	tonnes CO2e/FTE	**2.53**	2.28	2.23
Resource Efficiency[7]				
Energy				
Total electricity consumption	kWh in 000s	**664,625**	697,388	711,809
Primary fuel sources (gas, oil, diesel etc.)	kWh in 000s	**64266**	75348	85,455
Total energy consumption	kWh in 000s	**728,890**	772,736	797,264
Of which:				
Total renewable electricity from PPA	kWh in 000s	**223,240**	206,313	211,492
Renewable electricity from other sources	kWh in 000s	**277,671**	200,744	132,510
Energy consumption per FTE	kWh/FTE	**3,469**	3,633	3,923
Energy consumption per m^2	kWh/ m^2	**299**	304	305

HSBC
HSBC Holdings plc

Waste				
Waste disposed	kilotonnes	**6**	5	5
Waste recycled	kilotonnes	**6**	7	8
Total waste produced	kilotonnes	**12**	12	13
Waste disposed per FTE	tonnes/FTE	**0.03**	0.02	0.02
% recycled	%	**50**	58	61
Water				
Total water consumption	thousand m^3	**1,654**	1,568	1,501
Water consumption per FTE	m^3/FTE	**7.87**	7.37	7.40
Business travel				
Short haul air travel	million km	**126**	116	49
Long haul air travel	million km	**171**	153	67
Air travel	million km	**297**	269	116
Rail travel	million km	**15**	16	9
Road travel	million km	**48**	31	24
Other travel	million km	**24**	20	7
Total business travel	million km	**383**	336	156
Business travel per FTE	km/FTE	**1822**	1580	770

CO_2e: Carbon dioxide equivalent
FTE: Full-time equivalent staff

- 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 2024 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 2024 and third-party limited assurance report at www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre. In respect of data in 2023 and 2022, see our relevant Annual Reports.
3 Data quality scores where 1 is high and 4 is low, based on the quality of emissions data. This is a weighted average score based on HSBC supplier spend. For further details, see GHG Reporting Guidance 2024 report at www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.
4 Restated our previously reported 2023 numbers.
5 Our absolute and intensity emission metrics and targets are measured based on the drawn exposures of the counterparties in scope for each sector. Emissions intensity is a weighted average according to the portfolio weight of each investment, as a proportion of the total portfolio value. For oil and gas; and power and utilities, the baseline and target type figures represent combined on-balance sheet financed and facilitated emissions. For cement; iron, steel and aluminium; aviation; automotive; and thermal coal mining, the baseline, progress and target type figures represent on-balance sheet financed emissions. For the aviation and automotive sectors, the target figure is unchanged while the 2022 figure represents restated on-balance sheet financed emissions. For thermal coal mining, the reduction target is unchanged while the 2020 baseline figure has been re-baselined.
6 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').
7 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.

HSBC

HSBC Holdings plc

For details, please refer to 'Emissions from our energy and travel' within Net zero in our own operations section on page 59 of the Annual Report and Accounts 2024.

Scope 2 Electricity Dual Reporting

	2024		
	Market-Based Total (tonnes CO_2e)[1]	**Location-Based Total (tonnes CO2e)**	Instrument types[2]
Argentina	**3,273**	**4,076**	Introduction of 20% renewable electricity through PPA and self generation
Bahrain	**1,181**	**1,415**	Onsite renewable covers 17% of Bahrain electricity consumption
Mainland China	**2,104**	**18,451**	GECs covering 50% of electricity consumption in Mainland China
France	**4**	**113**	REGOs cover 68% of French consumption - Residual Mix from supplier factor
Germany	**11**	**1,401**	Supplier emission rate for 100% of the German consumption
Hong Kong	**7,581**	**82,062**	RECs covering 91% of the electricity consumption in Hong Kong - supplier specifc factors for the remainder
India	**15,929**	**29,907**	PPAs and Green Tariffs covering 47% of the electricity consumed in India - National Factor from the Government of India Ministry of Power for the remainder
Malta	**1,013**	**1,080**	Residual Mix from IEA
Mexico	**0**	**33,716**	PPA covering 51% of the energy consumed in Mexico, RECs cover the remainder of consumption
Malaysia	**1,243**	**6,055**	Green Tariffs covering 78% and self-generation 1% of the electricity consumed in Malaysia - IEA factor for the rest
Middle East and Türkiye (excluding Bahrain)	**10,248**	**11,300**	9% of renewable electricity from self generation
Philippines	**1,148**	**4,168**	Renewable electricity directly provided by landlords covering 66% of the electricity consumed
Poland	**35**	**582**	Supplier emission rate for 90% of the electricity consumed in Poland - IEA factor for the remainder
North America	**15,672**	**16,205**	eGrid for US & IEA factors for the remainder
Rest of Asia Pacific	**15,318**	**16,490**	Indonesia - 6% of renewable electricity from self generation; Japan - 96% of renewable electricity from green tariffs; and New Zealand - Green Tariffs covering 81% of the electricity consumed - IEA factor for the rest
Rest of Europe	**649**	**649**	
Switzerland	**0**	**78**	Green Tariff in place for 52% of consumption - Residual mix for the rest
United Kingdom	**736**	**37,620**	Wind and Solar PPAs covering 96% 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 Electricity Group Total (before uplift and scale up)	**76,146**	**265,368**	
Group total Scope 2 after uplift and scale up[3]	**83,760**	**282,601**	

Scope 2 Electricity Dual Reporting

	2023		
	Market-Based Total (tonnes CO_2e)[1]	Location-Based Total (tonnes CO2e)	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**	

HSBC

HSBC Holdings plc

For details, please refer to 'Emissions from our energy and travel' within Net zero in our own operations section on page 59 of the Annual Report and Accounts 2024.

Scope 2 Electricity Dual Reporting

	2022		
	Market-Based Total (tonnes CO_2e)	Location-Based Total (tonnes CO2e)	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**	

CO2e: Carbon dioxide equivalent

- 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 assurance report at https://www.hsbc.com/who-we-are/esg-and-responsible-business/esg-reporting-centre.

1 Percentage of operations actually reported in 2024 under the market basis: 75.4% 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 Engagement 3410 'Assurance Engagements on greenhouse gas statements'. Please see GHG Reporting Guidance 2024 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/2023/AIB_2023_Residual_Mix_FINALResults09072024.pdf
eGrid	https://www.epa.gov/egrid/download-data
Government of India Ministry	https://cea.nic.in/wp-content/uploads/baseline/2024/01/User_Guide__Version_19.0.pdf
Government of Mexico	https://www.gob.mx/cms/uploads/attachment/file/896217/aviso_fesen_2023.pdf

HSBC

HSBC Holdings plc

For details, please refer to 'Our presence in environmentally sensitive areas' within Net zero in our own operations section on page 58 of the Annual Report and Accounts 2024.

Land use and ecological sensitivity[1]	Units	Year[2]					
		2024	**% of Total portfolio[3]**	2023	% of Total portfolio[3]	2022	% of Total portfolio[3]
Number of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA)	number of properties	**37**	**1.4**	52	1.7	51	1.6
Area of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA)	square mts [4]	**19,809**	**0.8**	23,948	0.9	21,543	0.7

Water consumption in water - stressed areas[5]		Year[6]														
		2024					2023					2022				
		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	**1,146**	**28**	**134**	**2,609**	**50.1**	1,507	28	160	3,080	55.0	1,647	22	156	3,122	58.5
Fresh water consumed (withdrawals minus discharges of equal quality) in water-stressed areas for own operations[7, 8]	mega ltr	**284**	**27**	**522**	**1,693**	**49.0**	250	37	419	1,411	50.0	340	42	575	2,408	39.7

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 The reporting year is from 1 Oct to 30 Sep and this is not fully aligned to the financial reporting year covered by the Annual Report and Accounts. Please refer to our reporting guidance and methodology as at ESG Reporting Center.

7 The increase in total consumption in 2024 reflects the increase in utilisation of our premises post Covid and increased numbers of both branches and offices due to changes to the WRI database of High and Very High areas of water stress.

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.

HSBC

HSBC Holdings plc

Employee profile data

For details, please refer to 'Creating a diverse environment' section on page 65 of the Annual Report and Accounts 2024.

	Year		
	2024	2023	2022
1) Number of employees by region			
Asia (excluding Hong Kong)	**106,690**	104,960	101,226
Hong Kong	**26,651**	26,625	27,248
Europe (excluding UK RFB)	**29,151**	33,232	33,725
UK RFB	**19,827**	20,030	20,164
Middle East and North Africa	**9,088**	8,875	9,512
North America	**6,163**	11,080	11,422
Latin America	**16,971**	20,492	20,473
Total[1]	**214,541**	225,294	223,770
2) % of employees by gender[2]			
All employees			
Male	**48.8%**	48.3%	48.2%
Female	**51.2%**	51.7%	51.8%
All senior leaders [3]			
Male	**65.4%**	65.9%	66.7%
Female	**34.6%**	34.1%	33.3%
Women in management[4]			
Group executive	**21.1%**	21.1%	19.0%
General manager	**35.7%**	33.8%	31.3%
Managing director	**30.1%**	29.2%	27.7%
All management positions	**45.7%**	46.0%	45.6%
Middle management positions	**37.7%**	37.6%	37.3%
Junior management positions	**49.1%**	49.4%	49.1%
Women promoted[5]			
Promotions to senior management	**38.0%**	39.6%	38.1%
Promotions to middle management	**42.3%**	39.3%	39.2%
Promotions to junior management	**54.4%**	56.5%	55.9%
% of employees by gender by region			
Asia (excluding Hong Kong)			
Male	**48.5%**	48.4%	48.4%
Female	**51.5%**	51.6%	51.6%
Hong Kong			
Male	**46.6%**	46.2%	46.2%
Female	**53.4%**	53.8%	53.8%
Europe (excluding UK RFB)			
Male	**55.5%**	52.9%	52.9%
Female	**44.5%**	47.1%	47.1%
UK RFB			
Male	**40.1%**	39.3%	38.5%
Female	**59.9%**	60.7%	61.5%
Middle East and North Africa			
Male	**48.3%**	48.7%	49.1%
Female	**51.7%**	51.3%	50.9%
North America			
Male	**55.6%**	51.2%	51.1%
Female	**44.4%**	48.8%	48.9%
Latin America			
Male	**49.7%**	49.8%	49.9%
Female	**50.3%**	50.2%	50.1%

	Year					
	2024		2023		2022	
3) % Senior leaders by Global Business [3]	**Male**	**Female**	Male	Female	Male	Female
Group						
Global Banking & Markets	**73.4%**	**26.6%**	74.3%	25.7%	74.5%	25.5%
Commercial Banking	**64.6%**	**35.4%**	66.2%	33.8%	68.2%	31.8%
Wealth and Personal Banking	**62.5%**	**37.5%**	63.2%	36.8%	63.5%	36.5%
Digital Business Services	**67.0%**	**33.0%**	66.4%	33.6%	67.5%	32.5%
Global Functions	**57.9%**	**42.1%**	58.9%	41.1%	60.2%	39.8%
Other [6]	**66.3%**	**33.7%**	63.6%	36.4%	65.7%	34.3%
UK						
Global Banking & Markets	**76.5%**	**23.5%**	76.5%	23.5%	76.3%	23.7%
Commercial Banking	**63.3%**	**36.7%**	64.6%	35.4%	70.3%	29.7%
Wealth and Personal Banking	**65.0%**	**35.0%**	67.2%	32.8%	67.5%	32.5%
Digital Business Services	**68.1%**	**31.9%**	68.5%	31.5%	70.3%	29.7%
Global Functions	**59.0%**	**41.0%**	60.3%	39.7%	60.8%	39.2%
Other [6]	**69.6%**	**30.4%**	67.5%	32.5%	67.0%	33.0%
US						
Global Banking & Markets	**76.0%**	**24.0%**	78.2%	21.8%	78.8%	21.2%
Commercial Banking	**72.4%**	**27.6%**	68.9%	31.1%	69.0%	31.0%
Wealth and Personal Banking	**64.9%**	**35.1%**	63.8%	36.2%	63.5%	36.5%
Digital Business Services	**65.5%**	**34.5%**	63.6%	36.4%	67.3%	32.7%
Global Functions	**61.8%**	**38.2%**	64.0%	36.0%	65.6%	34.4%
Other [6]	**37.5%**	**62.5%**	41.5%	58.5%	56.8%	43.2%
Hong Kong						
Global Banking & Markets	**67.9%**	**32.1%**	69.0%	31.0%	69.5%	30.5%
Commercial Banking	**62.7%**	**37.3%**	64.1%	35.9%	61.4%	38.6%
Wealth and Personal Banking	**53.9%**	**46.1%**	52.4%	47.6%	52.9%	47.1%
Digital Business Services	**67.4%**	**32.6%**	65.4%	34.6%	65.3%	34.7%
Global Functions	**55.0%**	**45.0%**	56.2%	43.8%	58.4%	41.6%
Other [6]	**56.5%**	**43.5%**	55.0%	45.0%	58.6%	41.4%
mainland China						
Global Banking & Markets	**57.5%**	**42.5%**	55.0%	45.0%	55.0%	45.0%
Commercial Banking	**57.4%**	**42.6%**	59.3%	40.7%	57.4%	42.6%
Wealth and Personal Banking	**50.0%**	**50.0%**	49.0%	51.0%	46.9%	53.1%
Digital Business Services	**62.9%**	**37.1%**	59.3%	40.7%	63.3%	36.7%
Global Functions	**29.2%**	**70.8%**	31.8%	68.2%	29.7%	70.3%
Other [6]	**50.0%**	**50.0%**	51.6%	48.4%	46.9%	53.1%
Mexico						
Global Banking & Markets	**77.8%**	**22.2%**	75.0%	25.0%	70.6%	29.4%
Commercial Banking	**76.5%**	**23.5%**	79.4%	20.6%	81.5%	18.5%
Wealth and Personal Banking	**62.9%**	**37.1%**	65.0%	35.0%	71.7%	28.3%
Digital Business Services	**46.7%**	**53.3%**	50.0%	50.0%	42.9%	57.1%
Global Functions	**57.1%**	**42.9%**	59.5%	40.5%	66.2%	33.8%
Other [6]	**68.7%**	**31.3%**	75.0%	25.0%	75.0%	25.0%
India						
Global Banking & Markets	**77.9%**	**22.1%**	84.8%	15.2%	84.6%	15.4%
Commercial Banking	**72.7%**	**27.3%**	70.8%	29.2%	81.5%	18.5%
Wealth and Personal Banking	**74.5%**	**25.5%**	75.0%	25.0%	81.8%	18.2%
Digital Business Services	**70.4%**	**29.6%**	71.7%	28.3%	69.1%	30.9%
Global Functions	**62.6%**	**37.4%**	61.7%	38.3%	65.6%	34.4%
Other [6]	**78.9%**	**21.1%**	80.0%	20.0%	86.7%	13.3%

	Year		
	2024	2023	2022
4) % of employee by Ethnicity			
Group - all employees [7]			
Arab	**0.6%**	0.5%	0.3%
Asian	**44.6%**	41.3%	35.5%
Black	**1.0%**	0.9%	0.9%
Indigenous Group	**0.8%**	0.7%	0.4%
Hispanic	**4.0%**	3.7%	3.1%
White	**12.6%**	12.5%	12.9%
Two or more races/ ethnicities	**0.5%**	0.5%	0.4%
Other	**2.5%**	2.1%	1.5%
Prefer not to say	**2.0%**	1.7%	1.4%
Not responded	**31.4%**	36.1%	43.6%
UK - all employees			
White	**59.1%**	58.5 %	59.0 %
Asian	**16.1%**	15.2%	13.9%
Black	**3.5%**	3.1%	2.8%
Mixed race	**1.9%**	1.7%	1.5%
Other [8]	**1.6%**	1.6%	1.6%
Prefer not to say	**4.6%**	5.2%	5.8%
Not responded	**13.2%**	14.7%	15.4%
US - all employees			
White	**52.7%**	53.3%	54.6%
Asian	**23.0%**	22.8%	21.9%
Black	**6.4%**	6.6%	6.5%
Hispanic	**9.9%**	9.5%	9.3%
Other [9]	**2.5%**	2.4%	2.1%
Prefer not to say	**0.6%**	0.4%	0.4%
Not responded	**4.9%**	5.0%	5.2%
Group - senior leaders [7]			
Arab	**0.6%**	0.5%	0.3%
Asian	**27.1%**	25.2%	20.8%
Black	**1.2%**	1.2%	1.0%
Indigenous Group	**0.1%**	0.0%	0.0%
Hispanic	**2.1%**	2.4%	2.2%
White	**34.9%**	34.7%	34.0%
Two or more races/ ethnicities	**1.6%**	1.5%	1.3%
Other	**1.5%**	1.6%	1.5%
Prefer not to say	**3.1%**	3.2%	3.5%
Not responded	**27.8%**	29.7%	35.4%
UK - senior leaders			
White	**59.4%**	57.7%	57.4%
Asian	**13.1%**	12.8%	12.2%
Black	**1.8%**	1.8%	1.4%
Mixed Race	**2.5%**	2.3%	2.1%
Other [8]	**1.9%**	1.8%	1.6%
Prefer not to say	**6.1%**	6.5%	7.5%
Not responded	**15.2%**	17.1%	17.8%
US - senior leaders			
White	**63.4%**	63.0%	63.2%
Asian	**15.3%**	15.9%	15.9%
Black	**3.0%**	3.2%	2.6%
Hispanic	**6.1%**	6.6%	6.4%
Other [10]	**1.9%**	1.9%	2.1%
Prefer not to say	**0.8%**	0.2%	0.2%
Not responded	**9.5%**	9.2%	9.6%

For details, please refer to the ' Representation and pay gaps' section on page 65 of the Annual Report and Accounts 2024.

		Year		
5) Representation and pay gap [11]		**2024**	2023	2022
a) By gender				
UK				
Female headcount by GCB				
	3 and above	**32.3%**	30.9 %	29.5 %
	4-5	**38.8%**	38.6 %	38.2 %
	6-8	**65.2%**	66.3 %	66.4 %
Pay gap [12]	- Mean	**40.6%**	43.2 %	45.2 %
	- Median	**46.7%**	48.3 %	48.8 %
Bonus gap [12]	- Mean	**58.7%**	59.7 %	64.0 %
	- Median	**57.7%**	50.5 %	57.4 %
US				
Female headcount by GCB				
	3 and above	**30.9%**	30.8 %	29.7 %
	4-5	**43.3%**	42.8 %	42.8 %
	6-8	**64.7%**	65.6 %	66.8 %
Fixed Pay gap [14]	- Mean	**23.0%**	24.5 %	26.6 %
	- Median	**24.2%**	25.0 %	25.6 %
Total compensation gap [14]	- Mean	**30.6%**	32.6 %	34.4 %
	- Median	**25.3%**	27.0 %	29.4 %
HK				
Female headcount by GCB				
	3 and above	**39.9%**	39.8 %	39.2 %
	4-5	**48.8%**	48.5 %	48.3 %
	6-8	**60.7%**	61.2 %	61.3 %
Fixed Pay gap [14]	- Mean	**19.2%**	19.9 %	21.2 %
	- Median	**19.3%**	20.5 %	20.8 %
Total compensation gap [14]	- Mean	**22.4%**	23.6 %	24.4 %
	- Median	**20.8%**	22.1 %	22.0 %
Mainland China				
Female headcount by GCB				
	3 and above	**48.0%**	48.9 %	49.9 %
	4-5	**48.6%**	48.1 %	48.4 %
	6-8	**71.8%**	71.7 %	71.2 %
Fixed Pay gap [14]	- Mean	**31.1%**	31.9 %	31.6 %
	- Median	**47.7%**	48.1 %	47.2 %
Total compensation gap [14]	- Mean	**29.6%**	30.9 %	31.2 %
	- Median	**46.0%**	47.0 %	46.2 %
Mexico				
Female headcount by GCB				
	3 and above	**38.2%**	35.6 %	32.4 %
	4-5	**44.6%**	44.1 %	44.1 %
	6-8	**53.9%**	53.2 %	52.9 %
Fixed Pay gap [14]	- Mean	**22.6%**	22.0 %	23.1 %
	- Median	**16.8%**	17.6 %	20.7 %
Total compensation gap [14]	- Mean	**23.5%**	23.1 %	25.1 %
	- Median	**17.8%**	17.5 %	17.5 %

India				
Female headcount by GCB				
	3 and above	**29.4%**	28.1 %	25.4 %
	4-5	**26.8%**	25.8 %	24.4 %
	6-8	**43.2%**	42.6 %	42.1 %
Fixed Pay gap [14]	- Mean	**27.7%**	29.6 %	32.5 %
	- Median	**31.6%**	35.5 %	38.2 %
Total compensation gap [14]	- Mean	**29.1%**	30.9 %	34.0 %
	- Median	**32.9%**	36.5 %	38.5 %
Singapore				
Female headcount by GCB				
	3 and above	**38.3%**	33.7 %	33.8 %
	4-5	**55.9%**	57.6 %	56.7 %
	6-8	**64.0%**	63.6 %	63.8 %
Fixed Pay gap [14]	- Mean	**23.3%**	26.4 %	28.1 %
	- Median	**20.4%**	20.0 %	21.7 %
Total compensation gap [14]	- Mean	**26.9%**	31.4 %	32.8 %
	- Median	**23.7%**	22.4 %	23.6 %
UAE				
Female headcount by GCB				
	3 and above	**33.2%**	35.2 %	34.9 %
	4-5	**42.5%**	41.2 %	39.3 %
	6-8	**50.6%**	50.5 %	51.1 %
Fixed Pay gap [14]	- Mean	**15.8%**	14.1 %	15.3 %
	- Median	**12.7%**	12.4 %	14.2 %
Total compensation gap [14]	- Mean	**22.2%**	21.0 %	21.4 %
	- Median	**16.0%**	15.2 %	16.8 %
Argentina[15]				
Female headcount by GCB				
	3 and above	**N/A**	33.3 %	N/A
	4-5	**N/A**	42.5 %	N/A
	6-8	**N/A**	54.9 %	N/A
Fixed Pay gap [14]	- Mean	**N/A**	22.2 %	N/A
	- Median	**N/A**	16.3 %	N/A
Total compensation gap [14]	- Mean	**N/A**	33.1 %	N/A
	- Median	**N/A**	18.1 %	N/A
Malaysia				
Female headcount by GCB				
	3 and above	**36.6%**	40.7 %	N/A
	4-5	**60.9%**	59.1 %	N/A
	6-8	**64.6%**	64.8 %	N/A
Fixed Pay gap [14]	- Mean	**14.6%**	14.8 %	N/A
	- Median	**1.7%**	1.0 %	N/A
Total compensation gap [14]	- Mean	**17.3%**	17.0 %	N/A
	- Median	**3.1%**	1.9 %	N/A
b) Ethnicity pay gap (all ethnic minority groups) [11]				
UK				
Pay gap [13]	- Mean	**7.7%**	4.5 %	0.4%
	- Median	**7.8%**	7.3 %	-4.6%
Bonus gap [13]	- Mean	**15.4%**	9.9 %	7.9%
	- Median	**11.3%**	5.0 %	-4.3%
US				
Fixed Pay gap [14]	- Mean	**9.8%**	10.3 %	8.2 %
	- Median	**3.9%**	3.6 %	2.9 %
Total compensation gap [14]	- Mean	**15.5%**	17.0 %	14.2 %
	- Median	**3.7%**	5.0 %	2.7 %
UK Disability Pay gap				
Pay gap [26]	- Mean	**16.0%**	N/A	N/A
	- Median	**20.3%**	N/A	N/A

	Year		
6) Employees - top 5 nationalities (%)			
All employees	**2024**	2023	2022
Chinese	**22.9%**	22.3%	22.8%
Indian	**21.8%**	19.8%	18.3%
British	**14.4%**	13.9%	14.2%
Mexican	**7.7%**	7.5%	7.5%
Hong Kong	**3.9%**	3.1%	2.4%
Senior leaders			
British	**35.8%**	35.1%	35.5%
Chinese	**11.0%**	11.2%	11.2%
Indian	**8.1%**	7.3%	7.0%
French	**5.6%**	5.7%	5.7%
Hong Kong[16]	**3.0%**	N/A	N/A
7) Tenure	**%**	**%**	**%**
All employees			
0-5 years	**48.4%**	49.5%	49.5%
6-10 years	**21.6%**	20.1%	19.3%
11-20 years	**22.1%**	21.9%	22.3%
21-30 years	**5.5%**	5.9%	6.1%
>=31 years	**2.4%**	2.6%	2.8%
Senior leaders			
0-5 years	**31.8%**	34.4%	35.0%
6-10 years	**27.5%**	25.8%	25.3%
11-20 years	**31.1%**	29.8%	29.5%
21-30 years	**7.5%**	7.6%	7.5%
>=31 years	**2.1%**	2.4%	2.7%
Avg. years employed by gender			
Men	**8.2**	8.1	8.0
Women	**9.1**	9.2	9.2
8) By age bracket	**%**	**%**	**%**
All employees			
<=29	**19.6%**	20.7%	21.3%
30-39	**39.7%**	39.8%	40.5%
40-49	**27.7%**	26.2%	25.2%
50-59	**11.0%**	11.1%	10.9%
>=60	**2.0%**	2.2%	2.1%

HSBC

HSBC Holdings plc

Employees by age bracket by region			
Asia (excluding Hong Kong)			
<=29	**22.4%**	24.8%	26.1%
30-39	**46.2%**	46.9%	47.9%
40-49	**26.2%**	23.6%	21.7%
50-59	**4.9%**	4.4%	4.1%
>=60	**0.3%**	0.3%	0.2%
Hong Kong			
<=29	**17.1%**	18.2%	19.0%
30-39	**35.9%**	35.6%	35.4%
40-49	**27.5%**	27.1%	27.1%
50-59	**16.8%**	16.2%	15.7%
>=60	**2.7%**	2.9%	2.8%
Europe (excluding UK RFB)			
<=29	**11.1%**	12.1%	12.1%
30-39	**30.2%**	31.2%	31.7%
40-49	**34.0%**	32.8%	32.7%
50-59	**20.8%**	20.3%	20.1%
>=60	**3.9%**	3.6%	3.4%
UK RFB			
<=29	**16.5%**	17.1%	17.1%
30-39	**30.5%**	31.7%	32.3%
40-49	**26.4%**	25.1%	24.1%
50-59	**20.6%**	20.3%	20.6%
>=60	**6.0%**	5.8%	5.9%
Middle East and North Africa			
<=29	**28.3%**	26.3%	24.2%
30-39	**34.0%**	35.9%	40.1%
40-49	**30.4%**	29.3%	29.8%
50-59	**6.8%**	6.1%	5.6%
>=60	**0.5%**	2.4%	0.3%
North America			
<=29	**9.3%**	11.5%	11.5%
30-39	**20.0%**	24.3%	25.9%
40-49	**31.2%**	29.8%	29.5%
50-59	**27.0%**	24.3%	23.9%
>=60	**12.5%**	10.1%	9.2%
Latin America			
<=29	**23.8%**	22.4%	23.7%
30-39	**42.0%**	41.1%	42.0%
40-49	**25.4%**	25.3%	24.4%
50-59	**8.3%**	10.1%	8.9%
>=60	**0.5%**	1.1%	1.0%

9) Employment type			
Full time	**96.2%**	95.5%	95.1%
Part time	**3.8%**	4.5%	4.9%

	Year					
	2024		2023		2022	
10) Employee turnover	Number	%	Number	%	Number	%
Total voluntary employee turnover	**17,281**	**8.1%**	20,305	9.3%	30,466	14.1%
By gender						
Male	**8,337**	**8.0%**	10,031	9.5%	15,642	14.9%
Female	**8,911**	**8.2%**	10,254	9.1%	14,824	13.3%
By age group						
<=29	**6,850**	**16.5%**	7,855	17.6%	11,269	25.5%
30-39	**6,489**	**7.6%**	7,770	8.9%	12,532	14.1%
40-49	**2,540**	**4.4%**	3,078	5.4%	4,200	7.6%
50-59	**891**	**3.7%**	997	4.0%	1,286	5.3%
>=60	**478**	**10.7%**	605	12.2%	1,179	24.2%
By region						
Asia (excluding Hong Kong)	**9,248**	**8.9%**	10,113	10.1%	15,850	16.6%
Hong Kong	**2,160**	**8.2%**	2,997	11.2%	4,592	16.4%
Europe (excluding UK RFB)	**1,397**	**4.8%**	2,081	6.3%	3,238	9.6%
UK RFB	**1,548**	**8.0%**	1,756	8.9%	2,011	10.3%
Middle East and North Africa	**870**	**9.9%**	891	9.6%	858	9.4%
North America	**425**	**6.2%**	875	8.1%	1,781	15.3%
Latin America	**1,633**	**8.6%**	1,592	8.5%	2,136	11.5%
Total involuntary employee turnover	**16,683**	**8.4%**	7,982	3.7%	7,049	3.3%
Total employee turnover	**33,964**	**16.5%**	28,287	12.9%	37,515	17.4%

	Year					
	2024		2023		2022	
11) New hires[25]	Number	%	Number	%	Number	%
Total new hires	**25,152**	**100.0 %**	30,084	100.0 %	39,575	100.0 %
By gender						
All employees						
Male	**12,685**	**50.6 %**	15,428	51.4%	21,320	53.9%
Female	**12,385**	**49.4 %**	14,592	48.6%	18,255	46.1%
By age group						
<=29	**13,336**	**53.2 %**	16,759	55.7%	22,136	55.9%
30-39	**8,045**	**32.1 %**	9,567	31.8%	12,710	32.1%
40-49	**2,928**	**11.7 %**	2,905	9.7%	3,587	9.1%
50-59	**663**	**2.6 %**	746	2.5%	835	2.1%
>=60	**98**	**0.4 %**	107	0.3%	307	0.8%
By region						
Asia (excluding Hong Kong)	**13,620**	**54.1 %**	16,576	55.2%	22,625	57.2%
Hong Kong	**2,859**	**11.4 %**	3,251	10.8%	3,882	9.8%
Europe (excluding UK RFB)	**2,239**	**8.9 %**	3,230	10.8%	3,922	9.9%
UK RFB	**1,715**	**6.8 %**	1,946	6.5%	2,099	5.3%
Middle East and North Africa	**1,523**	**6.1 %**	1,228	3.9%	1,691	4.3%
North America	**411**	**1.6 %**	1,000	3.3%	1,469	3.7%
Latin America	**2,785**	**11.1 %**	2,853	9.5%	3,887	9.8%
Senior leaders [3]						
Male	**296**	**63.2 %**	271	62.3%	289	65.1%
Female	**172**	**36.8 %**	164	37.7%	155	34.9%

12) Representation (snapshot self ID rates)	**2024**	2023	2022
	%	%	%
% of respondents answering snapshot demographic questions which identify as [17]			
a) colleague with disability [18]	**7.6%**	8.8 %	8.2 %
b) LGB+ [19]	**8.6%**	8.5 %	8.5 %
c) transgender or gender non-binary [20]	**0.4%**	0.5 %	0.8 %
d) belonging to an ethnic minority [21]	**n/a**	n/a	13.3 %

For details, please refer to the 'Learning and skills development' section on page 70 of the Annual Report and Accounts 2024.

13) Employee training data [22]	**2024**	2023	2022
Total training hours (in millions)	**6.2**	5.3	6.3
Training hours per FTE	**29.6**	23.9	28.8
Average training and development expenditure per FTE ($)	**613.5**	536	488

	2024		2023		2022	
	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	**28.6**	**99.7 %**	25.4	99.3 %	26.7	99.0 %
Female	**30.5**	**99.1 %**	23.1	98.6 %	30.7	98.0 %
Total	**29.6**	**99.4 %**	24.2	98.9 %	28.8	99.0 %
Employees by employee category						
Senior employees (3 and above)	**29.9**	**99.8 %**	20.6	99.6 %	21.8	99.0 %
Non senior employees (4-8)	**29.6**	**99.4 %**	24.4	98.9 %	29.1	99.0 %
Contractors/contingent/consultants/service providers	**6.8**	**85.2 %**	11.1	73.6 %	6.7	82.0 %

HSBC

HSBC Holdings plc

Training received on anti-corruption policies and procedures [23] by:	Year		
	2024	2023	2022
	% of Employees Trained	% of Employees Trained	% of Employees Trained
a) All employees [24]	**100 %**	99 %	99 %
Asia (excluding Hong Kong)	**100 %**	99%	99%
Hong Kong	**100 %**	99%	99%
Europe (excluding UK RFB)	**100 %**	99%	99%
UK RFB	**100 %**	99%	98%
Middle East and North Africa	**99 %**	98%	99%
North America	**100 %**	99%	99%
Latin America	**100 %**	99%	99%
b) Contractors/contingent/consultants/service providers	**91 %**	89 %	84 %
Asia (excluding Hong Kong)	**98 %**	93%	81%
Hong Kong	**100 %**	93%	90%
Europe (excluding UK RFB)	**84 %**	84%	81%
UK RFB	**93 %**	94%	68%
Middle East and North Africa	**95 %**	93%	94%
North America	**94 %**	89%	94%
Latin America	**98 %**	94%	94%

Notes for 2024: Saudi Arabia (SA) included in 2024 data for any 'non gender' and 'non diversity' related sections; 1, 7 (except 'Ave years employed by gender) 9, 10 (except 'by Gender & Age Group'') and 11 (except 'by Gender & Age Group). Due to local restrictions, SA excluded in any diveristy related data and excluded in any 2022 numbers due to no SA data availability.

Notes for 2024 Senior Gender (section 2 'All Senior leaders') excludes Saudi Arabia to align with group internal scorecards.

1 Based on headcount as at 31 December 2024. Data excludes all contingency workers (Contractors / Consultants / Service Providers/Interns). Data includes Saudi Arabia (2024 and 2023) previous unavailable in 2022 due to the local data restrictions. Full time equivalent ('FTE') employees were approximately 211,000 as at 31 December 2024.

2 There are 0.2% 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). For senior gender metrics, 2024 Saudi Arabia excluded. 2022/23 both Saudi Arabia and Canada excluded to align with group internal score cards.

4 '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 (or lower GCB) to GCB 3, Promotions to 'Middle Management' are GCB 5 (or lower GCB) to GCB 4, Promotions to 'Junior Management' are GCB 7 (or GCB 8) 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 numbers, now included under 'Other' for 2024/23 reporting.

7 'Group' are based on all HSBC employees as at 31 December 2024. '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: www.hsbc.com/who-we-are/our-people/inclusion-at-hsbc
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 2024.

13 Metrics have been calculated in line with UK gender pay gap methodology (based on data as at 5 April 2024) 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 2024 and 2024 Total Compensation for employees eligible for the 2024 pay review. Gender pay gaps include employees who have disclosed their gender. Ethnicity pay gaps include employees who have disclosed their ethnicity.

15 Numbers not available in 2024 due to sale of our business

16 'Top 5 Nationalities' for senior employees as at 2024. Hong Kong not in 'Top 5' for 2023 and 2022 hence no prior year numbers.

17 All percentages are calculated based on respondents who answered the question in our 2024 employee Snapshot survey. Responses of "prefer not to say" are excluded.

18 The survey was completed by 89% of employees in the 38 markets where this question could be asked. The question was answered by 95.2% of employees who saw it, with the remainder choosing not to answer.

19 The survey was completed by 89% of employees in the 25 markets where the question could be asked. The question was answered by 87.0% of employees who saw it, with the remainder choosing not to answer.

20 The survey was completed by 89% of employees in the 25 markets where the question could be asked. The question was answered by 90.9% of employees who saw it, with the remainder choosing not to answer.

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

22 Reported for permanent employees only unless indicated otherwise.

23 The completion rates relate to the Global Mandatory training module 'Fighting Financial Crime', and covers permanent and non-permanent employees (where legally permissible to assign training).

24 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.

25 New Hires considerd external recruitment into HSBC (Permanent & Fixed Term Contract employees).

26 Metrics have been calculated in line with UK gender pay gap methodology (based on data as at 5 April 2024) and for employees who have disclosed their disability status.

HSBC

HSBC Holdings plc

Employee survey data (Snapshot)

For details, please refer to 'Listening to our colleagues' section on page 67 of the Annual Report and Accounts 2024.

	Year[1, 2]				
	2024	2023	2022	2024 vs 2023	HSBC vs benchmark[2]
1) Employee engagement index[3]	**80**	77	74	3	6
I am proud to say I work for this company	**84**	81	78	3	10
Right now, I feel motivated by this organisation to do the best job I can[5]	**76**	74	71	+3[7]	2
I would recommend this company as a great place to work	**80**	75	72	5	6
2) Employee focus index	**77**	76	72	+0[7]	-2
I generally look forward to my work day	**71**	71	66	0	-8
My work gives me a feeling of personal accomplishment	**78**	77	73	1	2
My work is challenging and interesting	**82**	81	77	+0[7]	-1
3) Strategy index	**79**	78	75	1	8
I have a clear understanding of this company’s strategic objectives	**82**	81	79	+1[7]	6
I am seeing the positive impact of our strategy	**73**	73	70	+1[7]	5
I feel confident about this company’s future	**81**	81	77	0	14
4) Leadership index[8]	**74**	n/a	n/a	n/a	8
I have confidence in senior leadership to make the right decisions for this company	**74**	74	n/a	1	7
Senior leaders in my area consistenly demonstrate this company's values	**76**	n/a	n/a	n/a	4
Senior leaders in my area have communicated a future vision that motivates employees	**71**	n/a	n/a	n/a	12
5) Speak-up index[3]	**77**	76	75	1	3
I believe my views are genuinely listened to when I share my opinion[5]	**78**	78	75	+1[7]	2
I feel able to speak up when I see behaviour which I consider to be wrong	**80**	80	79	0	6
I can state my opinion without the fear of negative consequences[6]	**73**	72	70	1	-2
6) Trust index	**78**	78	77	0	-2
I trust my direct manager	**85**	86	84	-1	-2
I trust senior leadership in my area	**73**	73	73	0	8
Where I work, people are treated fairly	**76**	76	74	0	-11
7) Career index	**71**	71	68	0	6
My line manager actively supports my career development	**79**	79	76	0	6
I feel able to achieve my career objectives at this company	**72**	72	68	0	6
I believe that we have fair processes and procedures for moving / promoting people into new roles	**61**	61	59	0	4

HSBC
HSBC Holdings plc

8) Inclusion index[3]	**78**	78	76	0	0
I trust my direct manager	**85**	86	84	-1	-2
I feel able to achieve my career objectives at this company	**72**	72	68	0	6
Where I work, people are treated fairly	**76**	76	74	0	-11
I feel a genuine sense of belonging to my team	**81**	81	79	0	8
I feel able to be myself at work	**82**	82	80	0	-1
I can state my opinion without the fear of negative consequences[6]	**73**	72	70	1	-2
9) Customer centricity index[8]	**79**	n/a	n/a	n/a	6
I feel confident that our customers and clients receive products and services that genuinely meet their needs	**82**	82	81	0	3
I feel able to challenge policies and procedures that I think will be bad for my company's customers	**71**	72	70	-1	-1
In my team, we use feedback to improve the service we provide	**83**	n/a	n/a	n/a	19
Where I work, people prioritise the customer's needs when making decisions	**82**	n/a	n/a	n/a	4

10) Other items

Employee well-being data[9]

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

	Year			
	2024	2023	2022	2024 vs 2023
	%	**%**	**%**	**%**
In general, how would you rate your mental health?[8]	**79**	83	84	-37
I am confident talking to my line manager about my mental health	**73**	74	73	+0[7]
I know how to get support at this company about my mental health	**79**	77	76	2
I feel able to take time off work when I experience a mental health concern	**68**	67	65	1
Physical health: Nutrition[10]	**82**	83	82	-1
Physical health: Activity[10]	**72**	74	70	-2
Physical health: Sleep[10]	**64**	66	61	-2
Physical health: Average of nutrition, activity and sleep	**72**	74	71	-2
I am able to integrate my work and personal life in a way that works for me	**76**	76	75	0
I am confident talking to my line manager about my work-life balance/flexibility[11]	**n/a**	n/a	80	n/a
How well do you feel you manage financially?[12]	**62**	61	60	1
I am confident talking to financial advisors / experts about my financial capability[11]	**n/a**	n/a	70	n/a
I know how to get support at this company about my financial capability	**65**	60	62	5
Overall, how satisfied are you with your life nowadays[13]	**68**	68	69	-1[8]

Employee engagement index breakdown

	Year		
	2024	2023	2022
	%	**%**	**%**
By age group			
<=29	**84**	82	80
30-39	**81**	78	75
40-49	**79**	74	71
50-59	**77**	70	66
>=60	**75**	70	67
By gender			
Male	**80**	77	74
Female	**80**	77	74
By management level[14]			
Senior management	**79**	74	68
Middle management	**77**	72	68
Junior management	**81**	78	75
Strands[15]			
Colleagues with a disability	**73**	68	67
LGB+	**82**	79	77
Transgender	**81**	79	81

1 Each index comprises three to 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, Ipsos 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 trialled in 2022 so comparisons are all reported on a like-for-like basis; as such, historic comparison figures differ slightly from those reported in 2022.
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 Due to rounding numbers in 2024 and 2023 scores, the delta may not add up precisely.
8 New index added in 2024.
9 Unless stated otherwise, scores for each question are calculated as the percentage of employees who agree to each statement. Due to updated Snapshot methodology, the well-being survey is only available to a random sample of colleagues. A total of 45,194 colleagues responded to the 2024 global well-being survey.
10 Scores for these questions are the percentage of employees who rated this as 'very good' or 'excellent'.
11 These questions were not asked in 2024.
12 Scores for this question are the percentage of employees who said 'doing alright' or 'living comfortably'.
13 Scores for this question are those selecting 7-10 on a 10 point scale, where 10 is 'very satisfied'.
14 '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.
15 Refer to the 'Representation (snapshot self ID rates) section in the 'Employee profile' tab for information on representation rates.

Charitable Giving and Volunteering

For details, please refer to 'Building a more inclusive and resilient world' section on page 72 of the Annual Report and Accounts 2024.

Cash Charitable Giving[4]

	Year		
	2024	2023	2022
	$m	$m	$m
Europe[1]	**31.9**	45.4	39.5
- United Kingdom[2]	**29.7**	42.0	36.9
- France	**0.9**	0.9	0.5
Asia Pacific[1]	**50.1**	46.8	61.5
- Hong Kong	**19.7**	18.8	24.2
- mainland China	**3.7**	1.8	8.0
- Singapore	**1.4**	1.0	1.2
- Malaysia	**0.6**	0.5	0.8
- Indonesia	**0.6**	0.6	0.7
- Australia	**0.5**	0.5	0.7
- India	**24.1**	21.9	20.2
Middle East[1]	**4.2**	4.3	4.7
- United Arab Emirates	**4.2**	4.9	3.0
North America[1]	**7.0**	9.4	9.9
- Canada	**0.1**	2.6	3.2
- United States	**6.9**	6.8	6.7
Latin America[1]	**1.5**	1.4	1.2
- Mexico	**1.1**	1.0	0.9
Total	**94.7**	107.3	116.8

HSBC

HSBC Holdings plc

	Year		
Employee volunteering	**2024**	2023	2022
Volunteering during work	**Hours**	Hours	Hours
Europe	**36,357**	34,260	28,575
Asia Pacific	**203,762**	135,548	29,443
Middle East	**3,056**	1,115	476
North America	**7,199**	9,675	8,279
Latin America	**3,912**	1,224	492
Total volunteering during work[3]	**254,286**	181,822	67,265
Total volunteering during own time[3]	**378,451**	278,496	222,518
Value of community contributions[5]	**$m**	$m	$m
Cash charitable giving	**94.7**	107.3	116.8
Value of employee volunteering in work time	**11.0**	7.4	2.7
Management costs associated with charitable giving	**16.8**	19.0	20.5
Total	**122.5**	133.7	140.0

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

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

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

4 Charitable Giving total for 2023 includes one-off payments in the United Kingdom not repeated in 2024, and payments made by HSBC Bank Canada.

5 All the $ values for 2024, 2023, 2022 are at reported currency of respective years. For comparison purpose, 2023 and 2022 amounts at constant currency are - $107.1m and $114.2m respectively.

HSBC

HSBC Holdings plc

Complaints[1]

For details, please refer to 'How we listen' section on page 78 of the Annual Report and Accounts 2024.

WPB Customer complaint volumes[2, 3, 4]

Complaints per 1,000 customers per month	Year		
	2024	2023	2022
UK[5]	**1.0**	1.1	1.4
India	**2.2**	2.1	2.1
Hong Kong[6]	**0.7**	0.9	1.0
Mainland China[7]	**0.6**	0.5	0.4
Singapore	**1.4**	1.6	1.7
Australia	**4.8**	3.4	3.1
Mexico	**5.0**	5.2	5.1
UAE	**4.6**	6.5	6.2

CMB Customer complaint volumes[2]

Annual complaint volumes ('000s)	Year		
	2024	2023	2022
UK	**32.7**	33.8	49.2
France	**0.6**	0.6	1.0
Hong Kong[6]	**7.7**	6.5	8.1
Mainland China	**0.1**	0.1	0.2
US	**0.5**	0.6	0.8
India	**0.3**	0.2	0.2
Mexico	**1.1**	0.9	0.2
UAE	**0.4**	0.5	0.4

GBM Customer complaint volumes[2]

Annual complaint volumes	Year		
	2024	2023	2022
Global Banking[8]	**1,838**	1,552	2,127
Global Markets and Securities Services[9]	**306**	354	292
Total	**2,144**	**1,906**	**2,419**

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 may 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.

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: 843 (2024); 710 (2023); 311 (2022).

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 2022 as customer data not available. Included with effect from 2023 onwards.

6 Hong Kong number does not include Hang Seng complaints.

7 Mainland China includes HSBC Insurance Brokerage Company Limited figures from 2023 onwards.

8 Global Banking also includes Global Payments Solutions (previously known as Global Liquidity and Cash Management) and complaints relating to payment operations.

9 Contains Global Research complaint volumes.

Number of suppliers by geographical region

For details, please refer to 'Our approach with our suppliers' section on page 82 of the Annual Report and Accounts 2024.

	Year					
	2024		2023		2022	
	Number of normalised suppliers per region[1,2]	**% per region**	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)	**4,243**	**22 %**	4,674	22 %	5,230	23 %
Mainland China	**2,330**	**12 %**	2,361	11 %	1,849	8 %
Hong Kong	**1,081**	**6 %**	1,241	6 %	1,529	7 %
Europe (excluding UK)	**3,679**	**19 %**	4,925	23 %	5,067	22 %
UK	**2,419**	**13 %**	2,844	13 %	3,144	14 %
Latin America	**3,270**	**17 %**	3,101	15 %	3,363	15 %
North America[3]	**757**	**4 %**	1,062	5 %	1,323	6 %
MENAT	**1,277**	**7 %**	1,156	5 %	1,539	7 %
Total	**19,056**	**100 %**	**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.
3 Exited Canada during March 2024.

Taxes paid by country/territory

For details, please refer to 'A responsible approach to tax' section on page 81 of the Annual Report and Accounts 2024.

	Year		
	2024	2023	2022
	$m	$m	$m
Europe	**2,780**	**2,945**	**2,745**
– UK	**2,219**	2,022	1,947
– France	**207**	346	442
– Germany	**90**	412	204
– Jersey	**54**	28	12
– Malta	**53**	12	12
– Switzerland	**26**	1	23
– other	**131**	124	105
Asia	**5,020**	**2,488**	**1,894**
– Hong Kong	**2,890**	633	636
– Australia	**210**	173	149
– mainland China	**436**	349	204
– India	**543**	601	517
– Indonesia	**56**	46	44
– Malaysia	**127**	104	68
– Singapore	**214**	103	50
– Taiwan	**111**	77	43
– Bangladesh	**59**	58	43
– Vietnam	**52**	67	35
– Republic of Korea	**101**	78	-6
– Sri Lanka	**47**	52	17
– Philippines	57	36	22
– other	**117**	111	72
Middle East, North Africa and Türkiye	**421**	**296**	**259**
– United Arab Emirates	**148**	43	30
– Egypt	**106**	92	92
– Türkiye	**64**	74	78
– other	**103**	87	59
North America	**291**	**389**	**207**
– US	**291**	153	110
– Canada	**0**	232	97
– other	**0**	4	-
Latin America	**700**	**655**	**424**
– Mexico	**320**	368	204
– Argentina	**324**	254	185
– Brazil	**23**	21	20
– other	**33**	12	15
Year ended 31 Dec	**9,212**	**6,773**	**5,529**

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 industries[1] 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 2024 ---->ESG review --->Governance --->Data Privacy; P. 83*
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 2024 --->Risk Review --->Embedding our climate risk approach; P. 221*
	(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 2024 --->ESG Review --->Environmental --->Supporting our customers; P. 45* *ESG Datapack 2024 --->Sustainable fin. ambition*
	Description of proxy voting and investee engagement policies and procedures	Discussion & 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 2024 --->Notes on the financial statements --->Note 28 and Note 36 ; P. 415,429* *HSBC Holdings plc Annual Report and Accounts 2024 --->ESG Review --->Governance --->Integrity, conduct and fairness; P. 80*
	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 2024 --->ESG Review --->Governance --->Whistleblowing; P. 80* *HSBC Holdings plc Annual Report and Accounts 2024 --->Report of the Directors --->Corporate governance report --->Board committees --->Whistleblowing and speak-up culture; P. 267*
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 2024 --->ESG Review ---> Governance --->Integrity, conduct and fairness; P. 80* *HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG Review --->Governance --->Conduct: our product responsibilities; P. 82*
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 2023; https://www.hsbc.com/investors/results-and-announcements/all-reporting/group?page=1&take=20*
	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 2024 --->Strategic report --->Risk overview --->P. 37* *HSBC Holdings plc Annual Report and Accounts 2024 --->Risk review --->Our approach to risk--->Stress testing and recovery planning --->P. 129* *HSBC Holdings plc Annual Report and Accounts 2024 --->Risk review --->Climate Risk --->Insights from climate scenario analysis --->P. 223*
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 2024 --->ESG Review --->Social --->Employees --->Our commitment to inclusion --->Creating a diverse environment; P. 65* *ESG Datapack 2024 --->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 2024 --->Report of the Directors --->Corporate governance report --->MRT remuneration disclosures; P. 315*
	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 2024 ---> Report of the Directors--->Corporate governance report--->Link between risk, performance and reward; P. 304*
	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 2024 --->Notes on the financial statements --->Note 12 Fair values of financial instruments carried at fair value; P. 386*
Selling Practices	(1) Number of complaints filed with the Consumer Financial Protection Bureau (CFPB)[2], (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 2024 --->ESG Review --->Social --->Customers --->How we listen; P. 78-79* *ESG Datapack 2024 --->Complaints*
Transparent Information & Fair Advice for Customers	Description of approach to informing customers about products and services	Discussion & Analysis	n/a	FN-AC-270a.3	*HSBC Holdings plc Annual Report and Accounts 2024 --->ESG Review --->Governance --->Conduct: Our product responsibilities; P. 82*
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 2024 --->ESG Review--->Social --->Communities --->Building customer inclusion and resilience; P. 71*
	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 2024 --->ESG Review--->Social --->Communities --->Building customer inclusion and resilience; P. 71*
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 2024 --->ESG review >Environmental --->Financed emissions --->Our approach to financed emission --->Targets and progress P. 52* *ESG Datapack 2024 --->Financed emissions target*
	Percentage of gross exposure included in the financed emissions calculation	Quantitative	Percentage (%)	FN-CB-410b.3	*HSBC Holdings plc Annual Report and Accounts 2024 --->ESG review --->Environmental --->Financed emissions --->Targets and progress --->On-balance sheet financed emissions--->Footnote; P. 56*
	Description of the methodology used to calculate financed emissions	Discussion & Analysis	n/a	FN-CB-410b.4	*HSBC Holdings plc Annual Report and Accounts 2024 --->ESG review --->Environmental --->Financed emissions --->Data and methodology limitations; P. 50* *Financed Emissions and Thermal Coal Exposures Methodology (https://www.hsbc.com/-/files/hsbc/investors/hsbc-results/2023/annual/pdfs/hsbc-holdings-plc/240221-financed-emissions-methodology-update-published-february-2024.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 2024 --->Credit Risk --->Summary of credit risk P. 141*

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 industries[1] 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 2024 --->Global businesses and geographical regions --->Reconciliation of reported and adjusted items – Global businesses; P. 99*

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 2024 --->Credit Risk --->Personal lending. P. 185*
	(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 2024 --->Credit Risk --->Credit quality--->Forbearance; P. 168*
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 2024 --->Credit Risk --->Personal lending; P. 185* *HSBC Holdings plc Annual Report and Accounts 2024 --->Credit Risk --->Wholesale lending; P. 169*
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 2024 --->Environment--->Insights from scenario analysis --->How climate change is impacting our retail mortgage portfolio ; P. 226*

Asset Management & Custody

Activity metrics	Total assets under management (AUM)	Quantitative	Presentation currency	FN-AC-000.A	*HSBC Holdings plc Annual Report and Accounts 2024 --->Global businesses and geographical regions --->Asset Management: funds under management; P. 107*
	Total assets under custody and supervision	Quantitative	Presentation currency	FN-AC-000.B	*HSBC Holdings plc Annual Report and Accounts 2024 --->Global businesses and geographical regions --->Assets held in custody; P. 109*

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. 78-79 of Annual Report and Account 2024.

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.	HSBC Holdings plc Annual Report and Accounts 2024 ---> Strategic report ---> ESG Overview ---> Engaging with our stakeholders and our material ESG topics; P.16 HSBC Holdings plc Annual Report and Accounts 2024 ---> Strategic report ---> ESG Overview -→ Our approach; P. 15
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 2024 ---> ESG Review ---> Governance ---> How ESG is governed; P.74 HSBC Holdings plc Annual Report and Accounts 2024 ---> Report of the Directors ---> Corporate governance report ---> Board committees and Group executive committees and working groups; P.249
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 2024 ---> Strategic report ---> ESG Overview ---> Engaging with our stakeholders and our material ESG topics; P.16 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Our approach to ESG ---> How we decide what to measure; P.443
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 2024 ---> ESG review ---> Governance ---> Safeguarding the financial system; P.80 HSBC Holdings plc Annual Report and Accounts 2024 ---> Report of the Directors ---> Corporate governance report --->Board induction and training P.250 ESG Datapack 2024 ---> Employee profile a&b.HSBC Holdings plc. Annual Report and Accounts 2024 ---> ESG review ---> Governance ---> Safeguarding the financial system; P.80 2. HSBC Holdings plc Annual Report and Accounts 2024 ---> Strategic report ---> ESG Overview ---> Responsible business culture ---> Anti corruption and anti-bribery; P.19 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Governance ---> Safeguarding the financial system ; P.80
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 2024 ---> ESG review --->Governance ---> Whistleblowing; P.80
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 2024 ---> ESG review ---> Environmental ---> Understanding our climate reporting; P.43 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Environmental ---> Managing climate risk; P.60 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Environmental ---> Task Force on Climate-related Financial Disclosures ('TCFD'); P.444 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Governance --->Data Privacy; P.83 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Governance ---> Cybersecurity; P.84 HSBC Holdings plc Annual Report and Accounts 2024 ---> Risk Review ---> Environmental, social and governance ('ESG') risk; P.133 HSBC Holdings plc Annual Report and Accounts 2024 ---> Risk review ---> Data risk; P.135 HSBC Holdings plc Annual Report and Accounts 2024 ---> Risk Review ---> Climate risk; P.219
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.	Scope 1-3 definitions: HSBC Holdings plc Annual Report and Accounts 2024 --->ESG Review ---> Environmental --->Understanding our climate reporting; P.44 Scope 1, 2, 3 (upstream): HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Environmental ---> Net zero in our own operations; P.59 Scope 3 (downstream): HSBC Holdings plc Annual Report and Accounts 2024 --->ESG Review ---> Environmental ---> Financed emissions; P.49 GHG emissions data: ESG Datapack 2024 ---> Environmental Key facts; ESG Datapack 2024 --->Scope 2 Dual Reporting; ESG Datapack 2024 --->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 2024 ---> Strategic Report ---> ESG overview ---> Task Force on Climate-related Financial Disclosures ('TCFD'); P.18 HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Environmental ---> Task Force on Climate-related Financial Disclosures ('TCFD') ; P.444
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 2024 ---> Biodiversity & Water HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review --->Environmental ---> Net zero in our own operations P.58
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.	ESG Datapack 2024 ---> Biodiversity & Water, Environmental Key facts HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review --->Environmental ---> Net zero in our own operations; P.58 Our disclosure covers our own operations currently. Full value chain data is not available at this stage.
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)	HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Employees ---> Our commitment to inclusion ---> Creating a diverse environment; P.65 ESG Datapack 2024 ---> 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 2024 ---> ESG review ---> Employees ---> Our commitment to inclusion ---> Creating a diverse environment; P.65 ESG Datapack 2024 ---> Employee profile Website: https://www.hsbc.com/who-we-are/our-people-and-communities/inclusion/gender-and-ethnicity-data-by-market

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.

13	People	Dignity and Equality	Wage level (%) 1. Ratios of standard entry level wage by gender compared to local minimum wage.	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
14	People	Dignity and Equality	Wage level (%) 2. Ratio of CEO's total annual compensation to median total annual compensation of all employees (excluding the CEO)	HSBC Holdings plc Annual Report and Accounts 2024 ---> Report of the Directors ---> Corporate governance report ---> Directors' remuneration report ---> Pay ratio; P.306 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.
15	People	Dignity and Equality	Risk for incidents of child, forced or compulsory labour 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: a) type of operation (such as manufacturing plant) and type of supplier; or b) countries or geographic areas with operations and suppliers considered at risk.	HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG review ---> Governance ---> Our respect for human rights; P.75 Annual Statement under the UK Modern Slavery Act: https://www.hsbc.com/who-we-are/esg-and-responsible-business/modern-slavery-act
16	People	Health and Wellbeing	Health and safety (%) 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.	HSBC Holdings plc Annual Report and Accounts 2024 ---> Report of the Directors ---> Corporate governance report ---> Employees ---> Health and safety- P.326 Our disclosure focuses on the most material items to our business. We do not currently report on the numbers of hours worked.
17	People	Health and Wellbeing	Health and safety (%) 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.	HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG Review ---> Social --->Building a healthy workplace --->Being a great place to work; P.68 HSBC Holdings plc Annual Report and Accounts 2024 ---> Report of the directors ---> Corporate governance report ---> Employees ---> Health and safety; P.326
18	People	Skills for the future	Training provided (#,$) 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) 2.Average training and development expenditure per full time employee (total cost of training provided to employees divided by the number of employees).	HSBC Holdings plc Annual Report and Accounts 2024 --->ESG Review ---> Social ---> Developing skills, careers and opportunitiest; P.70 ESG Datapack 2024 ---> Employee profile
19	Prosperity	Wealth creation and employment	Absolute number and rate of employment 1.Total number and rate of new employee hires during the reporting period, by age group, gender, other indicators of diversity and region. 2.Total number and rate of employee turnover during the reporting period, by age group, gender, other indicators of diversity and region.	ESG Datapack 2024 ---> Employee profile
20	Prosperity	Wealth creation and employment	Economic contribution 1.Direct economic value generated and distributed (EVG&D) – 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.	Please refer to following pages of Annual Report and Accounts 2024: a. Revenue - HSBC Holdings plc Annual Report and Accounts 2024 ---> Strategic report ---> Financial overview ---> Reported results; P.27 b. Operating Costs - HSBC Holdings plc Annual Report and Accounts 2024 ---> Strategic report ---> Financial overview ---> Reported results; P.27 c. Employee wages and benefits - HSBC Holdings plc Annual Report and Accounts 2024 ---> Notes on the financial statements ---> Note 5. Employee compensation and benefits; P.374 d. Payments to providers of capital - HSBC Holdings plc Annual Report and Accounts 2024 ---> Notes on the financial statements ---> Note 8. Dividends; P.382 e. Payments to government - HSBC Holdings plc Annual Report and Accounts 2024 ---> Financial Summary ---> Consolidated income statement; P.89 f. Community Investment - HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG Review ---> Social ---> Engaging with our communities P.72
21	Prosperity	Wealth creation and employment	Economic contribution 2. Financial assistance received from the government: total monetary value of financial assistance received by the organization from any government during the reporting period.	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.
22	Prosperity	Wealth creation and employment	Financial investment contribution Total capital expenditures (CapEx) minus depreciation, supported by narrative to describe the company's investment strategy.	Total capital expenditure: In 2024, we have $769m in assets capital investments net of depreciation and impairment primarily related to technology and real estate functions supporting our businesses. Software assets represent a significant amount in this. Software $380m – 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. HSBC Corporate Services capital investments in 2024 were $636.93m cash / $35.18m P&L, driven by capital spend on our real estate portfolio including offices, retail branches and data centers. Our investments support the Banks strategic initiatives including investing in our buildings to be more sustainable and supporting our carbon net zero commitments. We also continued to invest in the future of workplace, and further enhance the client and colleague experience while providing a productive, inclusive, healthy and safe environment.
23	Prosperity	Wealth creation and employment	Financial investment contribution Share buybacks plus dividend payments, supported by narrative to describe the company's strategy for returns of capital to shareholders.	HSBC Holdings plc Annual Report and Accounts 2024 ---> Report of the Directors ---> Corporate governance report ---> Share capital and other related governance disclosures; P.318 HSBC Holdings plc Annual Report and Accounts 2024 ---> Notes on the financial statements ---> Note 8.Dividends; P.382
24	Prosperity	Innovation in better products and services	Total R&D expenses ($) Total costs related to research and development.	We do not consider this metric to be material to our business.
25	Prosperity	Community and social vitality	Total tax paid 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.	HSBC Holdings plc Annual Report and Accounts 2024 ---> ESG Review ---> Governance ---> A responsible approach to tax; P.81 ESG Datapack 2024 --->Tax by country

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 2024, expected to be filed with the Securities and Exchange Commission ('SEC') on or around 20 February 2025 (the '2024 Form 20-F') and in other reports on Form 6-K furnished to or filed with the SEC subsequent to the 2024 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 2024 Form 20-F and Subsequent Form 6-Ks.

HSBC Holdings plc

8 Canada Square
London E14 5HQ
United Kingdom
Telephone: 44 020 7991 8888
www.hsbc.com
Incorporated in England and Wales with limited liability
Registration number 617987