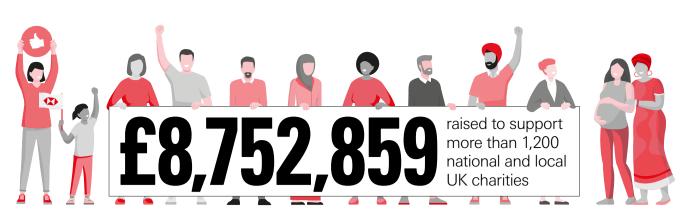
NG BACK AT 2





emergency relief raised for Children in Need & Comic Relief and

vulnerable people helped through our Future Skills and grassroots programmes



during work time



SUPPORTING OUR CUSTOMERS THROUGH THE PANDEMIC



On average,

Prioritised and supported the calls of vulnerable and key worker support line.

of our branches remained open since the start of the pandemic

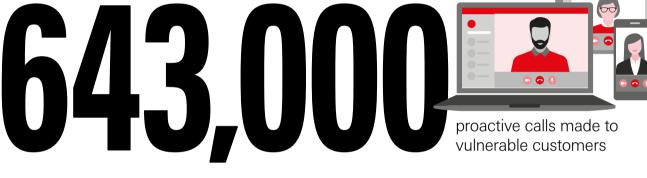
government Bounce Back Loan Scheme applications approved,

supporting small and mediumsized UK businesses



SUPPORTING VULNERABLE CUSTOMERS

More than...



SURVIVOR BANK

Financial independence is a vital step in helping survivors of human trafficking and modern day slavery rebuild their lives. Working alongside Salvation Army

and other UK charities, we helped 388 survivors open their own UK bank account.

SPECIALIST SUPPORT Multiple new emergency

solutions to support

acutely vulnerable customers. FINANCIAL EDUCATION AND WELLBEING SUPPORT

NO FIXED ADDRESS

Having access to a bank account makes it easier and safer to receive benefits and a salary, and is an important building block for financial independence and security. In partnership with

> the UK, we helped 391 people without a fixed address open a bank account and expanded the service to 88 branches.

Shelter and other

charities across





saw the launch of our

Financial Figure Hub, Level Up and Money Heroes **EMPLOYABILITY SKILLS DEVELOPMENT**





Virtual work experience provided to over students across the UK |

CLIMATE AND SUSTAINABLE FINANCE colleagues engaged and empowered to support the climate



Awarded a leadership score of A- from



In 2020 HSBC announced its global ambition to achieve net zero in its

operations and supply chain by

2030, and to align financed emissions

from its portfolio of customers to net zero by 2050 or sooner.

help UK businesses meet

their environmental goals





HSBC UK

All figures correct at time of publication, February 2021. X3439

CDP (Carbon Disclosure Project)