

EVP Diversity & Inclusion

**Speakers: Pebbles Lacson, Senior Human Resources Manager
Joe Benito, Head of Liabilities and Portfolio Growth - Pride ERG
Veronica (Roni) Alvarez, VP, People Development and Training - Balance ERG
Eloisa (Eloi) Tabones, Entity Chief Control Officer - Generations ERG
Alexandria (Alex) Katigbak, VP, Fraud Mitigation Strategy - Nurture ERG
Armi Celestial, WSB Risk and Control Manager - Ability ERG**

[Text on screen]
HSBC

[Pebbles]
Hello and welcome to today's episode of HSBC Employee Value Propositions. I'm Pebbles, your host, and today's topic is diversity and inclusion. And with me are representatives from the various Employee Resource Groups of HSBC

[Text on screen]
Diversity and inclusion
HSBC Employee Value Proposition

Employee Resource Group (ERG)

[Pebbles]
So what to you is inclusion in the workplace?

[Text on screen]
Joe Benito
Pride ERG

[Joe]
Inclusion in the workplace means we acknowledge, accept, welcome and celebrate everyone regardless of race, gender, sexual preference and religion.

[Text on screen]
Acknowledge, accept, welcome and celebrate everyone

Regardless of race, gender, sexual preference and religion

[Joe]
For Pride, it means giving equal opportunities to LGBTQIA+ members through employment and benefit opportunities.

[Pebbles]
And how is this exemplified, please?

[Joe]
Oh for HSBC I'm super proud to say that HSBC is the leader in this space for LGBTQIA+ members. So, for example, we have medical benefits that allow even same-sex partners to be covered as dependents. And as a provider, as a bank to our customers we allow premier benefits to be extended to our same-sex partners, not just traditional family definitions.

[Text on screen]
Joe Benito
PRIDE ERG

[Joe]

And we even allow customers to self-identify as the title of their preference, Mr or Miss, regardless of their gender identity male or female.

[Pebbles]

And I think that makes HSBC a forerunner in this space, doesn't it?

[Joe]

Definitely!

[Text on screen]

Roni Alvarez
BALANCE ERG

[Roni]

In the Balance Employee Resource Group, diversity and inclusion means that no matter what your gender is, there are equal opportunities for everyone.

We have a lot of learning opportunities where you can learn about diversity and inclusion, and how you can make it real in the workplace. And that's also why I love conducting the 'I Am Remarkable' workshop because women and under-represented groups who join learn about the unconscious bias that may be present in the workplace and how they can overcome it. And self-promoting and developing their careers.

[Text on screen]

Eloi Tabones
GENERATIONS ERG

[Eloi]

It means being valued as you, regardless if you're young or old or maybe the expert or the beginner. Or probably the outnumbered generation. Or perhaps the one with the rare grey hair. You still feel empowered, and you still feel confident to thrive.

[Text on screen]

Being valued regardless of your age or background

Empowered and confident to thrive

[Eloi]

I've been with HSBC over 25 years and I was still given a chance to change career, like 270-degree change. So I think it's difficult for others to give that opportunity, whereas in HSBC in whatever stage of your career you are, you will be given lots of opportunities within the country or even globally.

[Text on screen]

Opportunities and various stages of your career

[Pebbles]

So what you're saying is that your age does not factor into your career opportunities. Rather, it's your experience and your potential.

[Eloi]

Yeah, absolutely. In HSBC, you will see 30s, even younger, as vice presidents. You will also see people who are very much keen on changing careers. From Operations, like myself, going into Controls or what we call from back-office role into a front-office role.

You have the chance also to go offshore. So we've seen people Filipinos in particular, are going to Hong Kong, Europe etc.

[Text on screen]

Alex Katigbak
NURTURE ERG

[Alex]

For me it's a feeling of 'I belong here'. I can be myself. I feel respected and valued.

For Nurture, I've been here for almost 20 years, and my needs as a parent have always been catered to by HSBC. As a working parent, I'm still able to succeed in my career.

[Text on screen]

Include supporting the needs of our employees

[Alex]

So HSBC provides a lot of opportunities not just for the employees but also to our dependents. As a working parent, as a mom of three kids, it gets me so excited every time there are events, which allow me to bring my kids here in the office.

Like, for example, the Financial Literacy for Kids, Family Day, Halloween for Kids. My kids always look forward to these events because they want to be in the office of their mom. And it's something that makes them realise that HSBC is a very happy place to work with.

[Text on screen]

Armi Celestial
ABILITY ERG

[Alex]

I think in HSBC we've done a really good job in promoting diversity and inclusion. But one of the most important things to me is it's really difficult to reach out to your line manager if you're going through these challenges. The good thing about it is that we have so many tools.

[Text on screen]

Several tools available to support employees and dependents

[Alex]

We have the mental health benefit. We have EAP hotline. And we also have several mental health webinars for staff to attend.

[Text on screen]

Mental health benefit

EAP hotline number

Landline: (632) 8819 6150

Mobile: 0919 0560708 (for calls only)

Domestic toll: 1800 1888 4827 (accessible via PLDT, Smart and Sun)

[Pebbles]

And this EAP hotline, can you tell us more about it?

[Alex]

So the EAP hotline is actually a number that we can call. It's available 24x7. So if you're encountering any mental health problems or issues, you can just call it. The good thing is that it's available to our employees as well as their dependents. And it will assure 100% confidentiality, so very, very assuring for us.

[Pebbles]

That concludes today's episode. Thank you for joining us. I hope you got insight into what makes working with HSBC both meaningful and truly rewarding.

[Text on screen]

HSBC