

EVP Flexibility

**Speakers: Pebbles Lacson, Senior Human Resources Manager
Marigold (Gold) Ocampo, Risk and Compliance
Ser Patrick (SP) Del Cano, Digital Banking Services
Christina (Tina) Rodriguez, Wholesale Banking**

[Text on screen]
HSBC

[Pebbles]
Hi everyone! Welcome to today's episode of HSBC Employee Value Proposition.

I'm Pebbles and with me today are three colleagues who will talk about how HSBC has given them the flexibility to prioritise their personal goals in life while thriving in the workplace.

Hi everyone, thanks for joining me today.

[Guest participants]
Hi Pebbles

[Pebbles]
Maybe we can start with you Gold. How has HSBC supported you to thrive in the workplace while maintaining your personal priorities in life.

[Text on screen]
Gold Ocampo
Risk and Compliance

[Gold]
A lot of people have been asking me what makes me stay this long with the bank. I'm a full-time home worker so you can imagine how thankful I am that I am able to stay at home and look after my kids and attend to the needs of my family without having to compromise my job.

And, you know, I can attest how HSBC is a strong advocate of work-life balance and I think this is something that's truly embedded into the culture of the Bank.

And personally, that makes me more productive and more committed to my job.

Whenever I work from home, so sometimes I adjust and I work at night because I have to do something during the day. Communication is very important and I make it a point that whenever I need to step out for one hour or two hours, I inform my team members. And they know how to contact me. They can always call me on my personal number as needed.

[Text on screen]
SP Del Cano
Digital Banking Services

[SP]
What I appreciate most is how the Bank gives you that flexibility in terms of me arranging, in times when my parents, for example, are having their checkups and they need someone to be at home on standby and maybe if I can also share the experience with me as a line manager and how I support flexibility; there is a member of the team that is taking care of a nephew who is undergoing chemotherapy. So, it's a different WFH. It's a work from the hospital. We support that as long as the person tells me ahead of time that for this period of time the child needs to have a companion. So, we allow that.

And I think I can echo what Gold mentioned earlier about communication, it's really important that everyone in the team is aware what's happening with each other.

[Text on screen]

Communication and alignment across the team

[SP]

Maybe not the very small details but I guess just the scheduling, the cover. It's really about managing expectations of everyone. So, if we know that a need arises, we need to ensure that all the members of the team are aware of what is happening because again, as an Operations, as part of the Operations team, we have to deliver at a certain time, at a certain cut-off.

[Text on screen]

Managing expectations.

[SP]

So we have to ensure that the cover is there. So we need to ensure that the cross-training is there. And I think what I appreciate more, most on my team is how they are very open to this cross training.

[Pebbles]

And how about you, Tina? How has HSBC supported you to thrive in the workplace while attending to your own personal priorities?

[Text on screen]

Christina Rodriguez
Wholesale Banking

[Tina]

Well, for me, more than the support professionally I feel HSBC has been instrumental in me achieving my personal goals. So, just to share, I decided to pursue an MBA degree while working full-time. And during my time, the classes available then was only evening classes, and I don't have that option to come in on Saturdays. So, twice or thrice a week I go to the school at 6 pm.

So as a working student what was really valuable for me was the flexibility on the work hours or what we would usually call Flexi time. I'm super grateful to my teammates cause, with their help and understanding, I think I was able to balance responsibilities of my job and academic demands of my MBA programme.

[Text on screen]

Balance responsibilities of job and academic demands

[Tina]

So, in days like this I would step out to attend class and after class I would come back to work just to finish all urgent deliverables for the day. But for those non-urgent stuff I guess my manager would understand it. It would be dealt with the following day.

[Pebbles]

So again I'm going to say that with the empowerment of being given, that flexibility in the workplace you also really know how to manage your time well. And, you know, you maximise that flexibility, what was given to you. You ran away with it and did the best that you could. And look at you today. So, congratulations!

[Tina]

Thank you, Pebbles.

[Pebbles]

Thank you.

Thanks to the three of you for sharing your own personal stories. Unique stories, but nonetheless about how the flexibility that the Bank accords us is able to help us thrive in the workplace and still manage our own personal priorities.

So I think that's a really valuable proposition of HSBC.

Thanks to our viewers for joining us today. Have a good day!

[Text on screen]

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