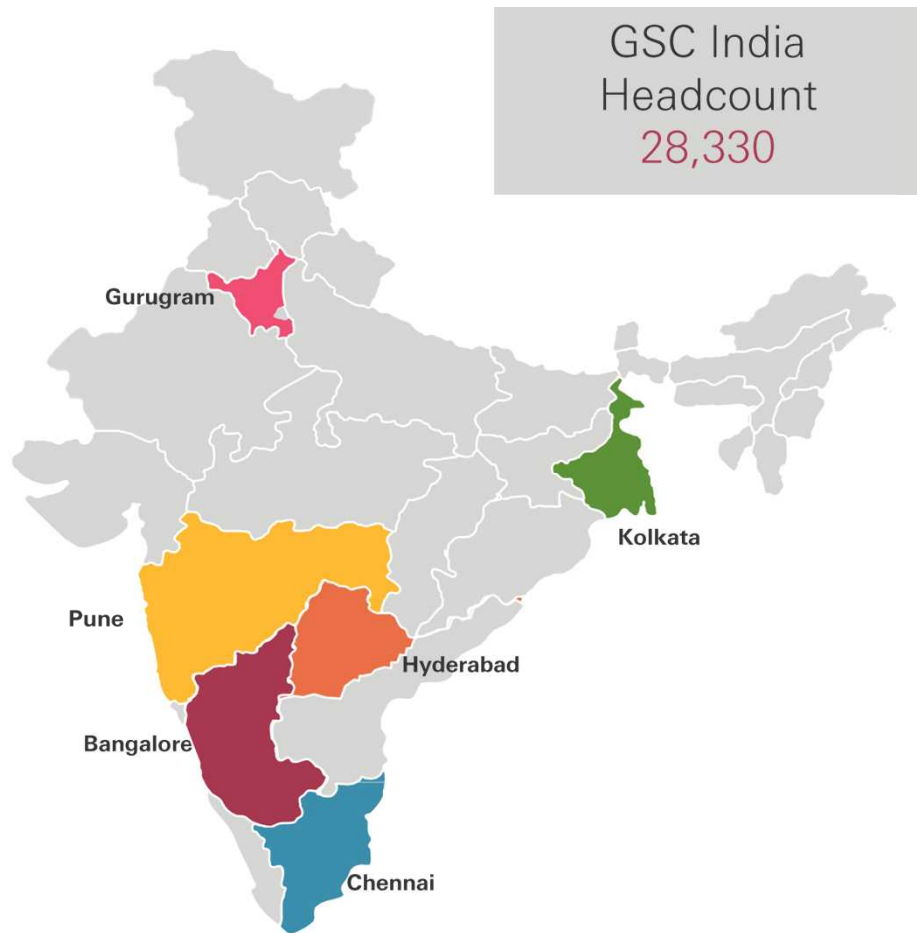




HSBC
Global Service Centers India

GSC India Landscape



Key Differentiators



Skilled workforce

Skilled and educated workforce, large pool of **higher-end engineers**, attractive destination for global roles. Boasts a remarkable pool of over 120K+ AI professionals.



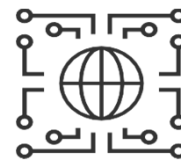
Strategic location

Geographical location at the crossroads of South, Southeast Asia, and Middle East making it a potential hub for regional trade and business operations.



Diverse Ecosystem

30,000+ companies – Indian, MNCs, GCCs, SMEs. Vibrant Start-up Ecosystem – 31,000+ tech Start-ups; 3rd largest hub in the world.



Technology as enabler

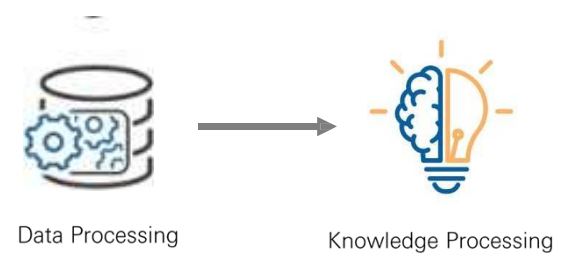
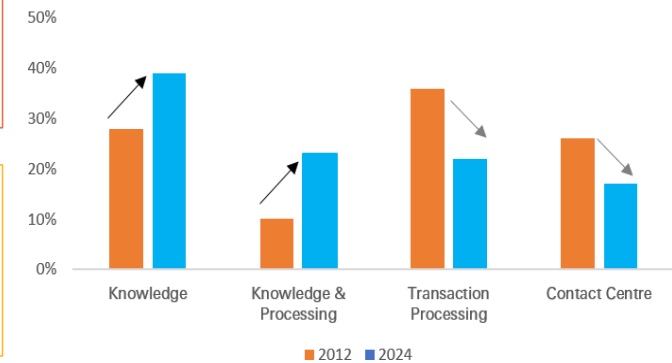
India the GCC (Global Capability Centre) capital of the world, leverages its vast talent pool – accounting for **28% of the global STEM workforce** – to drive innovation, AI advancements, and cutting-edge technologies, positioning itself as a leader in global tech development.

GSC India Capabilities



- **Wealth & Personal Banking**
 Accounts – Opening, Maintenance, Closing | Analytics | Lending – Secured & Unsecured, Underwriting Services | Global Private Banking & Wealth | Customer Service – Contact Centre, Customer Communication | Insurance | Fraud | Asset Management | Collections | Global Transformation
- **Global Commercial Banking**
 Clients Servicing - Opening, Maintenance, Closing | Credit Lending – Credit Services, Collateral Management Utility | Global Trade & Receivables Finance | Channels & Client Management | Wholesale COO | Wholesale Transformation
- **Global Banking & Markets**
 Markets & Securities Services - Fund Services, Global Distribution & Transfer Agency, Asset Servicing, Reconciliation | Global Trade & Receivables Finance | Global Research | Wholesale COO | Wholesale Transformation
- **Multiple Lines of Business**
 Audit | BCIM | CCO | Corporate Services | Communications | Risk & Compliance | Legal | Servco Management | Data Analytics | ESG Reporting | Transformation Services | Global Sustainability | Global Payments Services Operations | KYC | Tax utility | Automation Delivery Centre | HR Shared Services | Finance Ops | IT

The Evolution of Processes



GSC India Future Fit People Manager Program

Problem Statement – People Manager Capability is Required to Drive the Change and Transformation

Changing External Landscape requires Organizations to:

- #1 Accelerate Growth and Digital Agenda
- #2 Partner For Digitalization & Resilience
- #3 Connect ESG with Financial Return
- #4 Build A Flexible Future of Work
- #5 Lead With Purpose

Source – KPMG 2021 CEO OUTLOOK

HSBC's Bank Wide Ops Transformation (BWOT) Strategy Requires operations Transformation in mindset, technology and skills



Pillar 1: Operational stewardship



Pillar 2: Build foundations and adapt ways of working



Pillar 3: Invest further digital operational services

Source – Bank Wide Transformation Strategy

3 opportunities are identified

- To accelerate the transformations and to reconfigure the mid-level workforce capabilities and meet the demand for jobs and skills of tomorrow
- To build the critical fungible and future ready operation managers leadership for current and emerging jobs
- To support talent progression and career growth as a key organizational need

Objective – Accelerate Transformation of People Managers' Capability

BAU Operations



Running the bank

Process SLA



Customer Centric

Manual



Digitalization

SOP follower



Business Enabler

We value difference

Seeking out different perspectives

We succeed together

Collaborating across boundaries

We take responsibility

Holding ourselves accountable and taking the long view

We get it done

Moving at pace and making things happen

Goal: To Enable People Managers in GSCs by 2025;

#1 Build fungible operations manager resources across business processes

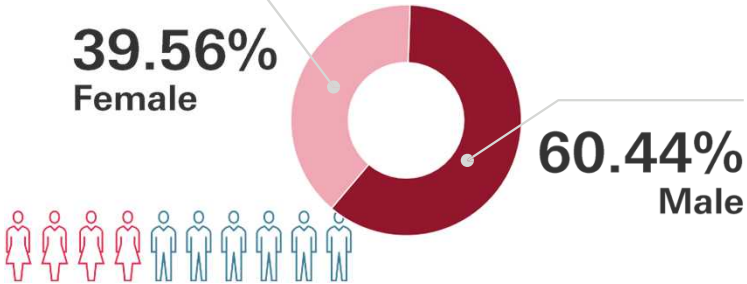
#2 Transform operations Managers from manage BAU to lead digitalization in Agile way

#3 Build A resilient high potential and future ready operations managers pipeline to uplift GSC branding

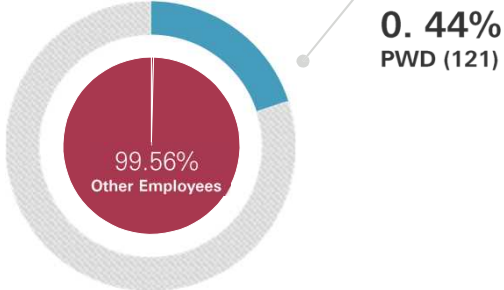
#4 Build the holistic operations manager development – technical, commercial, leadership, transformation and risk

GSC India Diversity & Inclusion

Gender



Ability



LGBTQ+



- ◆ **Multiple diversity programs**
 - ◆ **New Hire**
 - ◆ **Headway** program for gender diversity at middle management
 - ◆ **Sprint** program for women leaders
- ◆ **Policy Enhancements**
 - ◆ Menopause / IVF/ Surrogacy under health insurance
 - ◆ Day care benefit for all children
 - ◆ Remote working permitted up to 1 year post completion of maternity leave/surrogacy/adoption leave
 - ◆ Family friendly leave framework
 - ◆ Standardised insurance and health coverage for all

- ◆ **Hiring and support for People With Disability (PWD)**
 - ◆ **PowerUp** - Enhanced training support for existing Ability colleagues
 - ◆ **Neuro Diversity hiring**
 - ◆ **Workplace Adjustment Program** - tools and technologies to support employees with disabilities or long-term medical conditions

- ◆ **LGBTQ Support**
 - ◆ **RISE Job Fair** for PRIDE candidates showing interest
 - ◆ **Sensitisation Workshops** - Interview Panelists, Line Managers and Leadership Teams
 - ◆ Volunteering with specific NGOs (Pride Circle) through allies to further improve diversity for Pride
 - ◆ **Reverse Mentoring** of senior leaders paring with LGBTQ+ colleagues

GSC India Communities We Serve

Nature-based Solutions and Energy Transformation



84,387 beneficiaries reached directly



65 schools and **6** PHCs selected for installation of solar panels



1,373 artificial insemination procedures conducted



222 Ha. covered under micro-irrigation



100 Ha. covered under mangrove restoration



970 Ha. covered under climate smart action



152 Ha. covered under watershed structures (*Wadi*) construction



440 Ha. area covered under agroforestry

Future Skills



2,137 candidates (103%) trained against target



1,621 candidates (109%) placed against target



1,123 differently-abled candidates (50%) reached



INR 1,50,698 average annual income for placed candidates



126% percentage increase in household income of placed candidates

Agriculture and Livelihood



41,479 beneficiaries reached directly



12,86,517 meals distributed



1,836 farmers supported through various interventions across the country



164 tonnes of non-recyclable dry waste collected



368 women fish vendors accessed '*Meenamma*' Credit Product



1,593 beneficiaries availing labour entitlement (E-Shram) cards

Disaster Management



76,845 beneficiaries reached directly



15,369 kits distributed to families in disaster-prone regions



10 states reached



26 districts reached, out of which **7** were aspirational districts

Financial Year 2023 – 2024 - Impact

GSC India Communities We Serve



Goonj: Beneficiaries receive the RAHAT kit in Ratnagiri, Maharashtra



CIF: Mangrove saplings being planted by farmers, Andhra Pradesh



Pratham: Practical classes for Electrical training course in Hyderabad



CIF: Participatory rural appraisal session in Tamil Nadu



Nirmaan: Interaction with candidates Women in Tech Centre



UWH: Students attending an awareness session in Hyderabad



Akshaya Patra Foundation : Renewable Energy in Telengana



Hasiru Dala: Waste Recycling unit Bangalore



TAPF: Biogas Plant and TAPF Kitchen at Kandi Telangana

GSC India External Recognitions



HYSEA CSR & ESG award for exemplary volunteering initiatives



ET HRWorld Future Skills Award



WPB Risk Analytics wins Risk Management Team of the Year award!



Global Brandon Hall Group Excellence Awards



Platinum Award for Healthy Workplace from Arogya World Healthy Workplace Awards 2023



Sustainability Champion Award 2023 by MSME Chamber of Commerce and Industry of India



GSC India recognized as Top Employer – Gold by India Workplace Equality Index 2023



STPI IT Export Award received by GSC Bangalore and Kolkata



GSC India has won the Change Makers Award 2023



GSC India HR team won the silver for Excellence in Health and Wellness initiatives



Procurement Team of the Year – HSBC India @ ISM India Awards 2024