

# Your World at HSBC Bank Armenia



HSBC | Opening up a world of opportunity

## **Our promise to you**

We want you to be at your best, be happy, and to fulfill your potential. We want to be your “employer of choice” and by that we want to offer you a workplace environment where high performing individuals are created, supported and rewarded well, empowered to be themselves, enabled to be productive and feel control of their own work and their personal lives.

## **Proud to be a leading employer in Armenian Financial World**

As one of the world`s largest financial organizations, HSBC is an inclusive and internationally connected organization, offering attractive benefits and rewarding career development opportunities.

Come and work with us and you'll have opportunities to make connections all over the world and help build the bank for the future.

## **People are the key to our success**

We all feel at our best when we have a clear purpose and are a part of something bigger. With over 300 people working for HSBC Armenia, you`ll be part of one big team helping people fulfill their hopes and dreams and realize their ambitions. We offer a complete package of pay and flexible benefits to support your professional and personal needs – just as you`d expect from one of the world`s leading banks. On top of that there`s much more we do to help your career development:

**People are the part of our business:** our dynamic, inclusive, and flexible culture is focused on learning and collaboration. We're empowering our people and continue to build connected organization in which you can flourish.

**We celebrate diversity:** you`ll work in a friendly, supportive, and inclusive environment where we develop and promote people based on merit.

**Together as a community:** we encourage our employees to volunteer their time and skills for the benefit of their local communities and themselves.

**Achieve your potential:** we give our people the option to train, upskill and obtain qualifications for their career development.



# Our Values & Culture

Our values guide us in  
all our actions

Our values and our promises help form our character and shape who we are as an organization. They set the tone for our interaction with each other, with customers, regulators and the wider community.

## OPENING UP A WORLD OF OPPORTUNITY

We're bringing together the people, ideas and capital that nurture progress and growth, helping to create a better world.

### **We value difference**

Seeking out different  
perspectives

### **We succeed together**

Collaborating across  
boundaries

### **We take responsibility**

Holding ourselves  
accountable for our actions

### **We get it done**

Moving at pace and  
making things happen



Creating opportunities  
**together**

## **Diversity and Inclusion**

It matters to us that our diversity reflects the diversity of our customers. Diversity is in DNA of HSBC, with a long history of bringing various people with different backgrounds and diverse thinking. The inclusive approach that supports this allows broader perspectives to come together, leading to greater innovation and more effective, customer-centric thinking. A culture and approach that are captured in our brand promise “Together we thrive”.

Our employee resource groups are building an environment that embraces and celebrates diversity in all forms. We encourage you to get involved, connect with other colleagues and leaders, and have a voice in how your environment develops. Groups you can support include Balance, Wellbeing, Working Parents, Recognition, and Sustainability Environment.

## **Community Involvement**

At HSBC, we’ve a long-standing commitment to support the communities in which we operate. We’re helping to build resilience in areas where we can make a difference and support sustainable economic growth.

Community volunteering and fundraising are close to our hearts and a great way of giving back to the communities in which we work. As part of our Sustainability drive, each year you have the opportunity to be a part of a wide range of activities that provide thousands of hours of voluntary community service, and donate funds to local charities.

We actively support your efforts, by giving you a day off each year to support a cause of your choice.

A close-up photograph of a person's hands holding a smartphone in their left hand and a credit card in their right hand. The person is wearing a light-colored sweater. The background is blurred, showing what appears to be a wooden surface.

# Reward

A total remuneration package that's complete and fair

We offer an attractive reward package that increases with your development within your role.

Your total reward consists of your monthly fixed pay, annual bonus and the benefits HSBC provides to you.

We want your package to be a fair amount, so we compare salaries we pay against other companies in our market. This helps us establish a base level for all of our roles.

## Fixed Pay

Your salary is paid each month, after deduction for taxes and pension. Your salary is reviewed with your Line Manager each year during Annual Reward Review.

## Annual Bonus

You may be eligible to receive a discretionary annual bonus, sometimes referred to as your variable pay, in March each year. Payment is performance based, focusing on your personal achievements, and it also takes into account the performance of your line of business and the Company as a whole.

## Various benefits

A wide range of flexible benefits is available to employees and you can create a benefits package that works best for you.



### Banking

HSBC provides preferential terms and conditions to employees for personal Banking through the accounts opened in HSBC. It is applicable to transactions, maintenance fees, exchange rates, etc.

### Staff Loans and Credit Cards

HSBC provides preferential interest rates for various types of loans and credit cards to all employees to ensure that at certain points in an individual's career, help is available through times when an employee's personal finances are extremely strained (e.g. house purchase, wedding, unexpected family medical problem, etc.).

### Allowances

Based on your family circumstances you will become eligible for various allowances:

- Marriage allowance (AMD100,000)
- Child birth allowance (AMD100,000 for the first child and AMD100,000 more for each consequent child born)
- Bereavement allowance (AMD100,000) in case of direct family member death (parents, sibling, spouse, children)





# Holidays & Leave

We offer a generous holiday allowance

Whether you're spending quality time with friends or family, pursuing your passions, just relaxing or managing life events, we want you to have the opportunity to step away, re-charge and re-set.

To get the time and space you need, you have many options including:

## **Annual Leave**

Everyone has a minimum of 24 working days holiday per year. This varies with your global career band and can reach up to 28

## **Public Holidays**

All locally recognised Public Holidays and Memorial Days

## **Exceptional Days Off**

Annually all employees are eligible to take 5 days-off on exceptional basis for circumstances such as family emergency or personal matters

## **Volunteering Day Off**

All employees can take a day-off for volunteering during the working week or substituting day-off if the volunteering took place on weekend

## **Maternity Leave**

All expected mums are eligible for 140 days Maternity Leave for each child

## **Paternity Leave**

All male staff are eligible to 5 paid paternity leave days in case of childbirth

## **Unpaid Leave**

Unpaid leave could be granted upon request in accordance to RA Labour Code and shall not exceed 60 calendar days per year

## **Child Care Hour**

All mothers with children under the age of 2 will have the right to work one hour less

## **Special Leave**

Employees will be eligible to 3 days of paid leave in case of marriage and 10 days per year on compassionate grounds





# Wellbeing

We care about your wellbeing

Your wellbeing plays a big part in how you experience happiness and feel successful every day. Mental, physical and financial wellbeing, and mindfulness are the four areas of wellness we focus on. Activities, webcasts, articles, and more are available to you throughout the year.

## **Physical Wellbeing**

Physical Wellbeing hub contains resources on eating habits / nutrition, importance of sleep, exercising, staying safe, tools to find out how healthy we are, etc.

## **Financial Wellbeing**

The research shows that there is a link between financial wellbeing and mental health. Hence, HSBC University offers us foundation courses developed by experts on financial wellbeing, healthy financial habits, saving strategies, skills and confidence to improve our financial capability and overall wellbeing.

## **EAP (Employee Assistance Programme)**

Our partner continues to be INTRA Mental Health Centre equipped with high level professionals of the area. We can contact them with any mental or psychological issues for ourselves and our immediate family members (spouse and children).

## **HSBC Global Hub for Wellbeing**

YOUR WELLBEING hub offers us many resources that can help us to thrive such as hints and tips for 'flexible working', 'supporting others', 'looking after yourself', etc.

HSBC encourages various forms of workstyles to attract and retain talent, promotes work-life balance and healthy lifestyles to enhance staff well-being and improve staff engagement and commitment.



## **Sports**

Employees are highly encouraged to think about healthy lifestyle and live by healthy habits and for this reason we support our employees by providing with GYM advance payment covering any GYM subscription fee for staff and their immediate family members (spouse and children).

## **Flexible Working**

To help our people integrate work, family and other commitments, we've put flexibility into practice by offering a number of different working arrangements. You can request flexible working at any time, including:

- Flexible hours
- Remote working
- Part time working, including key-time

## Health Care



All fixed term and temporary employees receive medical insurance cover from the first day of their employment.

We care for health of our people and their immediate family members (spouse and children up to 21 years old).

Our medical insurance includes services such as:

- Annual Check up
- Primary consultation with doctors
- Treatment of disease as per the Insurance Program
- Medicines

### **Life Insurance**

All employees of HSBC Armenia are covered by Life Insurance. This benefit is primarily directed to the insurance protection of personal or family incomes, and maintaining the achieved level of prosperity.

In case of such needs rise a lump sum of 12-month net salary will be paid to insured person's heirs for covering primary financial costs.

### **Critical Illness Insurance**

After successful probation employees are covered also by Critical Illness Insurance. The coverage of EUR 30,000 implies a lump sum payment upon the critical illness diagnosis (cancer, kidney failure, paralysis, stroke and etc.).

You can obtain Critical Illness Insurance for your spouse by the terms provided to the Bank employees.

A vibrant, slightly blurred photograph of a large crowd of people, likely at a corporate event or awards ceremony. Many individuals are wearing red scarves or have red face paint, and they are cheering with their arms raised. Yellow and red confetti is falling through the air, creating a festive atmosphere.

# Recognition & Awards

Creating a strong connection to  
our culture

Every day, our people live our values, achieving great results in the right way. They build trusted relationships, speak up, and consider the risks before acting.

To give our appreciation to other colleagues who do great work, or do the right thing, we send an electronic or hand-written “Thank You” card using our in-house card selection, or we acknowledge them in other ways.

**At Our Best Recognition:** You can give “points” to anyone who brings our values to life in their thinking or action. And, when you receive points yourself, you can redeem them for great gifts from our online rewards catalogue.

**Recognition Events and Awards:** Each month you have the opportunity to nominate colleagues and teams for a series of recognition events held throughout the year, and the annual awards we will have by the end of the year. Your nomination acknowledges colleagues for their contributions at work or in the community.

**Service Recognition:** As a thank you for your loyalty and commitment, you’re recognised for 5, 10, 15, 20, 25, 30 and 40 years’ service. Our appreciation includes At Our Best points to be spent through our dedicated recognition platform and a commemorative precious metal medal.



# Development & Progression

We're working to ensure everyone has the skills needed for the jobs of today and tomorrow

We encourage you to take control of your career direction and development in partnership with your manager. We also provide the option to involve a career coach or mentor for greater support and different perspectives. There are many programmes available to you:

## **Future Skills**

HSBC is energising for growth, inspiring a dynamic and inclusive culture that empowers our people with future-ready skills. Future Skills is our group-wide movement of skill-building activities which is bringing together new learning, new technologies and new communities to develop the skills we need - now and for the future.

## **Professional Study Support**

We want to provide you with financial assistance, if you want to further yourself with professional study and qualification programmes/certificates that are directly relevant to your current job.

## **Learning for All**

Our online catalogue to a range of management and leadership courses, as well as soft-skills development courses.

## **HSBC University**

The HSBC University site holds our latest and comprehensive wealth of resources, including videos and articles, that let you take ownership of your career development at your own pace.

## **Engaging People Managers and Engaging People Leaders**

Management and leadership development programmes designed to enhance leadership skills and strengths of those who manage others.

## **Career Coaches**

Your career coach's aim is to help you focus and progress your career growth. You meet together for a set number of one-to-one conversations around your career development plans.

## **Mentorship**

In addition to encouraging informal mentor-mentee relationships, we offer a formal mentorship program. You'll have on-going, objective support and advice to help your personal development.

## **Personal Development Plan**

Your personal development plan is your roadmap for your short-term and long-term career development. Talk with your line manager about it regularly to keep it relevant, and help reach your goals.

## **International Manager Program**

A great advantage of working for a truly global company is that your career isn't limited by location. Every year, hundreds of our people take the opportunity to move within the company to a new country or region. We have offices around the world in Europe, the Americas, Asia-Pacific, the Middle East and Africa. You can explore new cultures, gain new experiences, and learn new skills.

## **Career Progression**

Whatever your career aspirations, we want to help you achieve them. How quickly you progress depends entirely on you and how you perform. We'll work with you to map out a career plan, and our merit-based approach to promotion helps us fairly reward your ability and determination.

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We want you to fulfil your career hopes, dreams and ambitions.  
**Elvina Aghajanyan, Head of HR**

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# FURTHER GUIDANCE

**We have an ambitious commitment to make HSBC Bank Armenia 'Employer of Choice' in the local market.**

Hence our People Strategy aims to establish a culture where talented individuals are attracted, high performance culture is nourished, committed and diligent employees are supported and rewarded well, empowered to be themselves in a work environment that enables them to be productive and feel in control of their own work and their personal lives.



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