

Best Employee Network/Resource Group

Winner// HSBC – GLOBAL MINDFULNESS PROGRAMME

This category looks to identify networks that can show how they have been instrumental in supporting colleagues with their mental wellbeing in the workplace and give examples of how they have succeeded

HSBC is one of the world's largest banks, with 226,000 employees, serving around 40 million customers across 64 countries and territories. In this complex, highly regulated environment, the bank realised its people need the tools to serve their customers in a healthy and sustainable way.

HSBC has demonstrated how mindfulness can help its people manage stress, anxiety, depression and even physical pain. It can improve memory, problem-solving, positivity and empathy, and promote compassionate leadership, and psychological safety within teams. By implementing mindful ways of working, the bank aims to help its employees build happy, healthy, successful careers.

The bank's aim is to create a culture and environment that allows its people

to nurture their brains and harness their potential. At the heart of this strategy is the creation of Mindfulness Hubs, led by trained Mindfulness Champions in key locations. These hubs can embed mindful working adapting as necessary to satisfy the needs of HSBC's diverse employee population around the globe.

Part of the fabric

Elements of mindfulness have been embedded into processes and functions across HSBC. Examples include the graduate scheme, HR, the branch network, legal teams, and call centres. The approach is always research- and impact-led.

All employees are given a seven-week Mindfulness Foundations course. They learn about the benefits, the science behind mindfulness, and how to put it into practice. The bank has developed a training programme for Mindfulness



The bank aims to help employees build happy careers through mindful working

Champions where they learn how to facilitate their own sessions and deliver mindfulness training.

Achievements

HSBC's Champion training programme was awarded a quality accolade by the British Association of Mindfulness-based Approaches (BAMBA) – the first time an organisation has achieved this accolade. BAMBA praised the bank's approach to ensuring equality, diversity and inclusion through rigorous training and development of Mindfulness Champions.

HSBC has around 200 trained Champions across 22 countries and territories. In 2023, the Champions delivered more than 1,400 mindfulness sessions, reaching over 25,000 employees. This represented a 26% uplift on the previous year, highlighting the increasing demand for these services.

HSBC is putting 1,100 employees per year through its Mindfulness Foundations course. This consistently delivers a 30% improvement in stress resilience, calculated via externally validated pre- and post-course surveys.

Following a pilot with the bank's call centres agents, 97% of agents said they'd like to have mindfulness as a permanent offering. The bank is now looking at how to use technology to supplement the live sessions.

Mindfulness is becoming part of the company culture as senior leaders continue to jump on board and support the programme, helping employees harness their true potential and provide excellent customer service. ■

Judges' comments

- + Giving employees the skill sets to lift each other up is great.
- + Amazing scale in short space of time.
- + Great effort. Demonstrated a good range of support and resources and showed how it was a success.

HIGHLY COMMENDED

→ Accenture UK

SHORTLISTED

- Arup
- Freshfields Bruckhaus Deringer
- Selfridges