



World's Best Bank



ESG Investor Group Breakfast

Cyber Security

29 September 2017



ESG Investor Group Breakfast – Cyber Security

HSBC's focus areas of continual enhancement

Cyber Security

- HSBC and other public and private organisations, continue to operate in an environment of increasing and more sophisticated threats of cyber attacks.
- Cyber risk is a priority area for senior leadership and is regularly reported at Board level to ensure appropriate visibility, governance and executive support for our ongoing cyber security programme.
- We continue to further strengthen and significantly invest in our ability to prevent, detect and respond to cyber attacks.
- We are further enhancing our cyber security capabilities through our dedicated cyber programme, strengthening the threat detection capability within our security operations centres; delivering enhanced anti-malware capability across our infrastructure, and improving our access controls and protection of data.
- We work closely with law enforcement and financial services peers such as the National Cyber Security Centre (NCSC) and the Financial Services Information Sharing & Analysis Centre (FS-ISAC).
- We have recently established security innovation labs and are actively engaged in FinTech partnerships.
- We continue to invest in a programme of education on cyber risk for our colleagues, equipping them with knowledge necessary to detect the main cyber threats.

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HSBC's focus areas of continual enhancement

IT Resilience

- The performance of IT services are tracked and monitored on a daily basis.
- Any service downtime is investigated and reviewed to prevent recurrence and minimise impact to customers.
- We continue to focus on the need to ensure comprehensive IT system and infrastructure resilience is in place, to prevent failures in the operation and protect the performance of critical systems and services.
- The performance of critical IT services evidences the positive trend in improvements to our system resilience:
 - A reduction in incidents impacting critical services
 - Disruption free change has improved, against a continued increase in change volume
- HSBC actively reviews its IT services and invests in upgrades to remediate risks.

Appendix

Important notice and forward-looking statements

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