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HSBC Malaysia builds future-ready workforce with investment in ‘digital upskilling’ initiative*Digital Black Belt Development Programme critical to preparing employees in Malaysia to embrace the workplace of the future*

HSBC Malaysia’s newly established Digital Black Belt Development Programme was launched to the first group of HSBC employees as part of its larger commitment to support the country’s workforce to develop skills for the jobs of today and tomorrow. The digital upskilling initiative is in line with the bank’s focus on preparing employees in Malaysia to be ready to embrace the workplace of the future.

“New trends and technologies continue to change the way we live and work and adopting a mindset of continuous learning will enable us to be ready for what’s next. At HSBC, we’re investing in the skills and technology we need across our global network to build a sustainable future. Acquiring these competencies will be critical to developing the workforce within the country and facilitating the growth of our people,” said Sugunah Verumandy, Head of HR, HSBC Malaysia.

The Digital Black Belt Programme provides employees with education and training that is essential to re-skill the workforce. The aim of this initiative is to equip employees with the skills they can use in the future to create compounded value and impact for themselves and the organisation as well as in their current roles. The Digital Black Belt Programme which will be conducted virtually, comprises of 3 streams each with its respective cohort learning skills in – Data Analytics, Data Science and Automation & Machine Learning.

Verumandy added, “Our Digital Black Belt Programme is focused on encouraging employees to innovate and apply a digital lens to everything that they do while finding new opportunities to shape the future both inside our organisation and in wider society. We believe that this will be fundamental to preparing our people for what comes next while enabling them to deliver a better experience for our customers”.

HSBC has continued to reaffirm its commitment to Malaysia with investments in its business. In 2020, the bank invested more than RM10 million in training opportunities aimed at building the capabilities of employees. In addition to upskilling of local talent to adapt to banking trends of today and the future, other examples that reflect this commitment to the country include:

- HSBC Malaysia’s USD250 million investment in its new Malaysian headquarters in the financial hub of TRX.
- Investment of USD40 million from 2021 to 2023 to equip HSBC’s branches with enhanced digital capabilities and new technology. This is in addition to the USD18 million that was invested from 2018 to 2020 and will further enable the bank to develop innovative branch formats and champion new ways of serving our customers in the country while supporting their financial journeys.
- Leveraging HSBC’s international connectivity, HSBC Malaysia continues to strengthen capabilities across retail and corporate banking to drive further business growth.

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HSBC Malaysia

HSBC's presence in Malaysia dates back to 1884 when the Hongkong and Shanghai Banking Corporation Limited established its first office in the country on the island of Penang, with the permission to issue currency notes. HSBC Bank Malaysia Berhad was locally incorporated in 1984 and is a wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, founding member of the HSBC Group. In 2007, HSBC Bank Malaysia was the first foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia, namely HSBC Amanah Malaysia Berhad. HSBC Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Malaysia has also led innovation in Malaysia by introducing Malaysia's first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Malaysia has launched innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition on supported mobile phones.

The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,959bn at 31 March 2021, HSBC is one of the world's largest banking and financial services organisations.