

Nicolas Haddad: Business Analyst in Transformation



“Employment is a dual responsibility. It is the responsibility of the employer to be curious about the disability type ... and it is the responsibility of the employee to educate the employer about their disability” – Nicolas Haddad.

HSBC is the leading international bank in the country with a footprint that spans the globe. In addition to leading the world in banking, they are leading the way in hiring and retaining a diverse and inclusive workforce.

Nicolas Haddad is a Business Analyst with HSBC in the Transformation Department. He works collaboratively with departments across the business to deliver on the projects he is involved in. He has been at HSBC for 14 years, and in the Vancouver office for five of those years. Nicolas is bi-lateral above the knee, and is a left arm amputee.

Nicolas immigrated to Canada five years ago after living in Lebanon for many years. His career in Lebanon was performing customer value management. He applied and was successful in securing a job as a Relationship Manager for Business Banking. He later transitioned to the role of Business Consultant and then to a Business Analyst, constantly trying to grow in his career. When he applied to HSBC Canada, he was given the option to disclose his disability, and did so.

The accommodations Nicolas has needed have been quite minimal. He found a chair internally that met his needs, and due to the accessible nature of HSBC’s physical work space, required no further physical accommodations. Like many other HSBC employees, Nicolas works from home two days a week, which is helpful for him in significantly reducing transportation time.



Nicolas' strengths throughout all his roles has been to gather information from people, understand it, analyze it, and make it meaningful to the audiences it pertains to. His ability to do this, and do it well, has afforded him the opportunity to engage in various roles throughout the bank, and get involved in a broad range of projects. "As a person with a disability, I am constantly out of my comfort zone, and having to adapt my routine. I am used to out of the box thinking. This is a skill that translates well to the workplace," says Nicolas.

Outside of HSBC, Nicolas is an advisor on two accessibility committees for the City of Burnaby and Translink. He is a passionate advocate for disability awareness and has presented to audiences of all sizes on the topic. He is also a leader in HSBC's Employee Resource Group: Ability.

"Employment is a dual responsibility. It is the responsibility of the employer to be curious about the disability type of the employee and it is the responsibility of the employee to educate the employer about their disability. In HSBC, the culture is that we are all open and connected to our management and senior people which leads to all employees are equal and treated the same and on top of that they make sure that the workplace environment is safe and accessible enough to all" – *Nicolas Haddad*