H&M

UN Guiding Principles
Reporting Framework Index

GOVERNANCE OF RESPECT FOR HUMAN RIGHTS		
POLICY COMMITMENT		
	PAGES IN THE 2018 REPORT	NOTES
A1 What does the company say publicly about its commitment to respect human rights?	80-82	
A1.1 How has the public commitment been developed?		In December 2012, H&M group adopted its Human Rights Policy. This policy is based on the UNGPs as well as UDHRs - The international covenant on civil and political rights and The international covenant on economic, social and cultural rights as well as other international standards and guidelines. The policy is approved by H&M group's CEO and throughout its development stakeholders, both internal and external, were consulted and had the opportunity to give input to the content. In 2016, a policy review was initiated.
A1.2 Whose human rights does the public commitment address?	Please see our Human Rights Policy	http://sustainability.hm.com/en/sustainability/downloads-resources/policies/policies/human-rights-policy.html#cm-menu
A1.3 How is the public commitment disseminated?	80-82	
EMBEDDING RESPECT		
A2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	80-82, 92-93	

A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?	16	
A2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?	16	
A2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	15, 92	
A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?	95-97	
A2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	80-82	
DEFINING THE FOCUS OF REPORTING		
DEFINING THE FOCUS OF REPORTING		
B1 Statement of salient issues: State the salient human rights issues associated with the company's activities and business relationships during the reporting period.	93 Please also see our Salient Human Rights list from 2017. There is no new review for 2018.	https://sustainability.hm.com/content/dam/hm/about/documents/masterlanguage/CSR/Policies/Update%20on%20salient%20issues%202017.pdf
B2 Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.	102	
B3 Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.		
B4 Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.		
MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES		
SPECIFIC POLICIES		

C1 Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	80-82, 93-95	
C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?	80-82	
STAKEHOLDER ENGAGEMENT		
C2 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	Please see our Stakeholder Engagement overview	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
C2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	17 Please also see our Stakeholder Engagement overview	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
C2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	102 Please also see our Stakeholder Engagement overview	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
C2.3 During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	102 Please also see our Stakeholder Engagement overview	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
ASSESSING IMPACTS		
C3 How does the company identify any changes in the nature of each salient human rights issue over time?	80-82	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
C3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	80-82	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	80-82	https://sustainability.hm.com/en/sustainability/about/what-others-say/stakeholder-engagement.html
INTEGRATING FINDINGS AND TAKING ACTION		
C4 How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	4-5, 15, 17, 80-82, 93	

C4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	93, 102	
C4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	93, 102	
C4.3 During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	80-82, 93 Please also see our Modern Slavery Statement	https://sustainability.hm.com/en/sustainability/downloads-resources/about-our-reporting/modern-slavery-statement.html
TRACKING PERFORMANCE		
C5 How does the company know if its efforts to address each salient human rights issue are effective in practice?	80-82, 93 Please also see our Human Rights Policy	https://sustainability.hm.com/en/sustainability/downloads-resources/policies/policies/human-rights-policy.html
C5.1 What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	93	
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C6 How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	80-82, 96-97, 93	
C6.1 Through what means can the company receive complaints or concerns related to each salient issue?	67-68, 80-82, 93 Please also see our Global Grievance Policy	https://sustainability.hm.com/content/dam/hm/about/documents/masterlanguage/CSR/Policies/Global%20grievance%20policy.pdf
C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?		
C6.3 How does the company process complaints and assess the effectiveness of outcomes?	67-68	
C6.4 During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	80-82, 93	
C6.5 During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	80-82, 93	