



GRI INDEX

/ SUSTAINABILITY / DOWNLOADS AND RESOURCES / ABOUT OUR REPORTING / GRI INDEX

GRI Index

We are committed to transparent sustainability reporting and want to provide information in a way that is most valuable to our diverse stakeholders. [Our Conscious Actions Sustainability Report 2014](#) has been prepared in accordance with the [GRI G4 guidelines](#). We have included additional materials indicators from the [Apparel and Footwear Sector Supplement](#). We also report against the UN Global Compact principles. Use the index below to find out where to find information related to the applicable GRI indicators and UN Global Compact principles.

GENERAL STANDARD DISCLOSURE

1. STRATEGY AND ANALYSIS

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
G4-1 Statement from the most senior decision-maker of the organization	CONSCIOUS ACTIONS Sustainability Report 2014 page 3-5	-		
G4-2 Description of key impacts, risks, and opportunities	CONSCIOUS ACTIONS Sustainability Report 2014 page 9-10 Risks & uncertainties	-		

2. ORGANISATIONAL PROFILE

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
G4-3 Name of the organization	CONSCIOUS ACTIONS Sustainability Report 2014 page 116	-		

G4-4	Primary brands, products, and/or services	CONSCIOUS ACTIONS Sustainability Report 2014 page 114	-	
G4-5	Location of organization's headquarters	http://about.hm.com/en/About/Contacts/contact-details/hm.html#cm-footer	-	
G4-6	Number of countries where the organization operates, and names of countries with either significant operations or that are specifically relevant to the sustainability issues covered in the report	CONSCIOUS ACTIONS Sustainability Report 2014 pages 9-10 H&M Annual Report 2014 pages 52, 80	-	
G4-7	Nature of ownership and legal form	H&M Annual Report 2014 pages 92-94	-	
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	CONSCIOUS ACTIONS Sustainability Report 2014 page 9 http://about.hm.com/en/About/facts-about-hm/fashion-for-all/sales-markets.html#cm-menu	-	
G4-9	Scale of the reporting organization	H&M Annual Report 2014 page 9	-	We do not report on the quantity of products or services provided due to competitive confidentiality.
G4-10	Total number of employees by employment contract and gender, total number of permanent employees by employment type and gender, total workforce by employees and supervised workers and by gender, the total workforce by region and gender, whether a substantial number of the organization's work is performed by workers who are legally recognized as self-	H&M Annual Report 2014 page 42-45	-	Employment contract by gender: contract total: 80% permanent / 20% temporary (female: 79% permanent / 21% temporary), same as 2013. Employment type: 45% full-time, 55% part-time (2013: 44% full-time, 56% part-time). No substantial part of our work is performed by workers who are legally

	employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors, any significant variations in employment numbers (such as seasonal variation)				recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. Seasonal variations in the number of employees can occur for example during the holiday season. Additional data is currently unavailable. We are currently evaluating if the requested information can be retrieved through our existing reporting systems and, in this case, hope to be able to report on it with our 2014 report.
G4-11	Percentage of total employees covered by collective bargaining agreements	CONSCIOUS ACTIONS Sustainability Report 2014 page 60	-		Principles 1,2,3
G4-12	Describe the organization's supply chain	CONSCIOUS ACTIONS Sustainability Report 2014 pages 9-10, 27, 30-31 hm.com/supplychain	-		
G4-13	Significant changes regarding the organization's size, structure, ownership, or its supply chain	-	-		No significant changes beyond regular expansion to new markets.
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Sustainability vision & policy	-		
G4-15	List externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	hm.com/policies hm.com/memberships	-		
G4-16	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic	hm.com/memberships	-		

3. IDENTIFIED MATERIAL ASPECTS

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
G4-17	List all entities included in the organization's consolidated financial statement. Report whether any entity is not covered in the report	H&M Annual Report 2014 pages 88-89 CONSCIOUS ACTIONS Sustainability Report 2014 pages 114-115	Yes		
G4-18	Process for defining report content and aspect boundaries	CONSCIOUS ACTIONS Sustainability Report 2014 pages 114-116	Yes		
G14-19	List all material aspects identified in the process for defining report content	CONSCIOUS ACTIONS Sustainability Report 2014 page 116	Yes		
G4-20	For each material Aspect, report the Aspect Boundary within the organization	hm.com/gri	Yes		
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	hm.com/gri	Yes		
G4-22	Effect of any restatements of information provided in previous reports, and the reason for such restatements	CONSCIOUS ACTIONS Sustainability Report 2014 page 114	Yes		
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	CONSCIOUS ACTIONS Sustainability Report 2014 page 114	Yes		

4. STAKEHOLDER ENGAGEMENT

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
--	---------------------	------------------------	--------------------	-------------------	------

G4-24	List of stakeholder groups engaged by the organization	CONSCIOUS ACTIONS Sustainability Report 2014 pages 12, 115 hm.com/stakeholderengagement	Yes
G4-25	Basis for identification and selection of stakeholders with whom to engage	CONSCIOUS ACTIONS Sustainability Report 2014 pages 12, 115 hm.com/stakeholderengagement	Yes
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	CONSCIOUS ACTIONS Sustainability Report 2014 pages 12, 115 hm.com/stakeholderengagement	Yes
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	CONSCIOUS ACTIONS Sustainability Report 2014 pages 115-116 hm.com/stakeholderengagement	Yes

5. REPORT PROFILE

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
G4-28	Reporting period (e.g., fiscal/calendar year) for information provided	-		
G4-29	Date of most recent previous report (if any)	-		
G4-30	Reporting cycle (annual, biennial, etc.)	-		

G4-31	Contact point for questions regarding the report or its contents	CONSCIOUS ACTIONS Sustainability Report 2014 page 117	-		
G4-32	Report the "in accordance" option and GRI content index for chosen option	CONSCIOUS ACTIONS Sustainability Report 2014 page 6 hm.com/gri	-		
G4-33	Policy and current practice with regard to seeking external assurance for the report	CONSCIOUS ACTIONS Sustainability Report 2014 pages 112-113 H&M Annual Report 2014 page 91	-		Ernst & Young AB was also commissioned to provide external assurance on our Conscious Actions Sustainability Report 2014 as described in the Auditor's review report on pages 112-113 of same report.

6. GOVERNANCE

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	CONSCIOUS ACTIONS Sustainability Report 2014 pages 11 H&M Annual Report 2014 pages 92-104	-		

7. ETHICS AND INTEGRITY

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
G4-56	Describe the organization's values, principles, standards and norms of behavior such as code of conducts and code of ethics.	hm.com/policies The H&M Way	-		

SPECIFIC STANDARD DISCLOSURE

ECONOMIC

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: economic performance (Impact boundaries inside the organisation)					
G4- EC1	Direct economic value generated and distributed	H&M Annual Report 2014 pages 61 (tax), 65 (Dividend policy & Proposed distribution of earnings), 66 (Group Income statement), 67 (Group balance sheet), 80-81 (Salaries, other remuneration and social security costs) CONSCIOUS ACTIONS Sustainability Report 2014 page 102 (Community investments)			We report our direct economic value generated and distributed on group level as well as for the parent company. H&M pays taxes and other fees according to local laws and regulations in the countries in which we operate. We follow the OECD guidelines on transfer pricing as the basis for how profits should be distributed and taxed in international companies. Separate reporting at country, regional or market levels may be provided locally to concerned stakeholders depending on respective standards.
G4 - EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Risks & uncertainties	-	Principle 7	
G4- EC3	Coverage of the organization's defined benefit plan obligations	H&M Annual Report 2014 pages 62	-		
G4- EC4	Financial assistance received from government	-			No significant financial assistance received from governments has been reported.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 105, 108, 114			
Aspect: Indirect Economic Impacts (Impact boundaries inside and outside the organisation)					
G4- EC8	Significant indirect economic impacts, including the extent of impacts	CONSCIOUS ACTIONS Sustainability Report 2014 pages 9-10, 101-111			

G4 -
DMA

[CONSCIOUS ACTIONS](#)
[Sustainability Report 2014](#)
[pages 104, 109](#)

ENVIRONMENTAL

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: Materials (Impact boundaries inside and outside the organisation)					
G4 - EN1	Materials used by weight or volume	CONSCIOUS ACTIONS Sustainability Report 2014 pages 17, 83	Yes	Principle 8	As requested by many of our stakeholders and for comparability reasons we report on the percentage of more sustainable cotton as well as all other more sustainable materials on our cotton / total material use; and not by weight or volume. We consider the percentage a more valuable information and weights or volumes as less material as well as confidential for competitive reasons. Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
G4 - EN2	Percentage of materials used that are recycled input materials	CONSCIOUS ACTIONS Sustainability Report 2014 pages 17, 83, 86			
AF18	Programs to replace organic-based adhesives and primers with water-based adhesives and primers	CONSCIOUS ACTIONS Sustainability Report 2014 pages 18, 19		Principles 7,8,9	Apparel and Footwear Sector Specific Performance indicator
AF19	Practices to source safer alternative substances to those on the restricted substances list, including description of associated management systems	CONSCIOUS ACTIONS Sustainability Report 2014 pages 98-100 hm.com/chemicals		Principles 7,8,9	Apparel and Footwear Sector Specific Performance indicator
AF20	List of environmentally preferable materials used in apparel and footwear products.	hm.com/consciousmaterials		Principles 7,8,9	Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 16, 80, 98		Principle 8	
Aspect: Energy (Impact boundaries inside and outside the organisation)					
G4 - EN3	Energy consumption within the organisation.	CONSCIOUS ACTIONS Sustainability Report 2014 page 74	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
G4 - EN4	Energy consumption outside the organisation	CONSCIOUS ACTIONS Sustainability Report 2014 page 76			

G4 - EN5	Energy intensity	CONSCIOUS ACTIONS Sustainability Report 2014 page 74	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
AF21:	Amount of energy consumed and percentage of the energy that is from renewable sources.	CONSCIOUS ACTIONS Sustainability Report 2014 page 73, 74	Yes	Principles 7,8,9	Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 71 (inside the organisation), 75 (outside the organisation) Risks & uncertainties		Principles 7,8,9	

Aspect: Water (Impact boundaries outside the organisation)

G4 - EN 8	Total water withdrawal by source	CONSCIOUS ACTIONS Sustainability Report 2014 pages 93, 95	-	Principle 8	87% of water impacts across our value chain occur at the raw material stage. We do currently not have withdrawal data available for this part of our value chain, but work to reduce water impacts through our material choices and by investing directly in training of raw material producers. Water withdrawal data is available for water intense manufacturing suppliers' operations in the two most significant river basins.
G4 - EN9	Water sources significantly affected by withdrawal of water	CONSCIOUS ACTIONS Sustainability Report 2014 pages 90, 95	-	Principle 8	87% of water impacts across our value chain occur at the raw material stage. We do currently not have withdrawal data available for this part of our value chain, but work to reduce water impacts through our material choices and by investing directly in training of raw material producers. Water sources provided are the two river basins most significantly affected by water intense manufacturing suppliers.
G4 - EN10	Percentage and total volume of water recycled and reused	CONSCIOUS ACTIONS Sustainability Report 2014 page 95	-		87% of water impacts across our value chain occur at the raw material stage. We do currently not have withdrawal data available for this part of our value chain, but work to reduce water impacts through our material choices and by investing directly in training of raw material producers. Water recycling and reusage rates are available for water intense manufacturing suppliers' operations in the two most significant river basins.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 90, 98	-	Principle 7,8,9	

Aspect: Emissions (Impact boundaries inside and outside the organisation)

G4 - EN 15	Direct greenhouse gas emissions by weight (Scope 1)	CONSCIOUS ACTIONS Sustainability Report 2014 page 73	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
------------	---	--	-----	-------------	--

G4 - EN 16	Energy indirect greenhouse gas emissions (Scope 2)	CONSCIOUS ACTIONS Sustainability Report 2014 page 73	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
G4 - EN17	Other indirect greenhouse gas emissions (Scope 3)	CONSCIOUS ACTIONS Sustainability Report 2014 page 76	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 71 (inside the organisation), 75 (outside the organisation)	-	Principles 7,8,9	

Aspect: Effluents and Waste (Impact boundaries outside the organisation)

G4 - EN22	Total water discharge by quality and destination	CONSCIOUS ACTIONS Sustainability Report 2014 pages 94, 96, 99	-		
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 90, 98	-	Principle 8	

Aspect: Product and services (Impact boundaries inside the organisation)

G4 - EN 27	Extend of Impact mitigation of environmental impacts of products and services	CONSCIOUS ACTIONS Sustainability Report 2014 pages 17-19, 21, 83-84	-	Principles 7,8, 9	
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 16, 80	-	Principles 7,8, 9	

Aspect: Supplier Environmental Assessments (Impact boundaries inside and outside the organisation)

G4 - EN32	Percentage of new suppliers that were screened using environmental criteria	CONSCIOUS ACTIONS Sustainability Report 2014 page 32	-		
-----------	---	--	---	--	--

AF14	Incidents of non-compliance with Code of Conduct	CONSCIOUS ACTIONS Sustainability Report 2014 page 38	Yes	Principles 1-6	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31	-	Principles 7-9	

SOCIAL: LABOR PRACTICES AND DECENT WORK

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: Employment (Impact boundaries inside and outside the organisation)				
G4 - LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	CONSCIOUS ACTIONS Sustainability Report 2014 page 58		Benefits are subject to a variety of national or local standards or for example collective bargaining agreements. The most significant benefit provided on Group level is the H&M incentive program, which applies to part-time employees in equal terms as to full-time employees. To benefit from the program, a five year minimum employment period applies, unless local rules require otherwise.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 58, 104	-	Principles 1-6
Aspect: Labor/Management Relations (Impact boundaries inside and outside the organisation)				
G4 - LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective bargaining agreements	-	-	Minimum notice periods for operational changes are subject to a variety of national or local standards or for example collective bargaining agreements. We currently do not aggregate this information on Group level. We are currently evaluating our data systems to see if this data can be retrieved and in this case hope to report on it with our next report for 2014.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 58, 104	-	
Aspect: Occupational Health & Safety (Impact boundaries inside and outside the organisation)				
G4 - LA5	Percentage of total workforce represented in formal joint-worker health and safety committees that help monitor and advice on occupational health and safety programs.	-	-	Health & safety committees or other forms of management-employees health & safety collaboration are subject to a variety of national or local standards or for example collective bargaining agreements. We currently do not aggregate this information on Group level. We are currently evaluating our data systems to see if this data can be retrieved and in this case hope to report on it with our next report for 2014.

G4 - Health and safety topics
LA8 covered in formal
agreements with trade
unions.

[CONSCIOUS ACTIONS
Sustainability Report 2014
pages 35, 60 Global
framework agreement with
UNI Global Union;](#)

G4 -
DMA

[CONSCIOUS ACTIONS
Sustainability Report 2014
pages 35, 58
hm.com/codeofconduct](#)

Training and Education (Impact boundaries inside and outside the organisation)

G4 - Average hours of
LA9 training per year per
employee by gender,
and by employment
category

[CONSCIOUS ACTIONS
Sustainability Report 2014
page 25](#)

-

As we are currently implementing a new learning management system, related data is currently not available. We hope to be able to report it again, with improved quality from 2015 onwards.

G4 - Percentage of
LA11 employees receiving
regular performance
and career development
reviews, by gender

[CONSCIOUS ACTIONS
Sustainability Report 2014
page 58](#)

-

96% of our employees received performance and career development reviews during 2013. Our policy is that all employees should receive such reviews annually. Our data systems do currently not allow a breakdown by gender. We are currently evaluating our data systems to see if this data can be retrieved and in this case hope to report on it with our next report for 2014.

G4 -
DMA

hm.com/training

[CONSCIOUS ACTIONS
Sustainability Report 2014
page 30-31 \(outside the
organisation\)](#)

Aspect: Diversity and Equal Opportunity (Impact boundaries inside the organisation)

G4 - Composition of
LA governance bodies and
12 breakdown of
employees per
employee category
according to gender,
age group, minority
group membership, and
other indicators of
diversity

[CONSCIOUS ACTIONS
Sustainability Report 2014
page 65](#)

Principles
1, 6

G4 -
DMA

[CONSCIOUS ACTIONS
Sustainability Report 2014
page 64](#)

Aspect: Supplier Assessment for Labor Practices (Impact boundaries inside and outside the organisation)

G4 - LA 14	Percentage of new suppliers that were screened using labor practices criteria	CONSCIOUS ACTIONS Sustainability Report 2014 page 32		Principles 1, 6	
AF14	Incidents of non-compliance with Code of Conduct	CONSCIOUS ACTIONS Sustainability Report 2014 page 38	Yes	Principles 1-6	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31			
Aspect: Labour Practices Grievance Mechanisms (Impact boundaries inside and outside the organisation)					
G4 - LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	CONSCIOUS ACTIONS Sustainability Report 2014 page 59	-	Principles 1-6	We apply an open door policy and have a complaint procedure in place that is communicated to our employees globally. As additional national or local standards apply, such grievances are normally handled on this level and data is currently not aggregated globally on Group level. We are currently in the process of developing a global grievance and complaint register and aim to have this in place by the end of 2015. In our supply chain, we monitor the existence and functionality of grievance systems among our supplier factories.
G4 - DMA		The H&M Way (inside the organisation) hm.com/monitoring (outside the organisation)	-	Principles 1-6	

SOCIAL: HUMAN RIGHTS

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: Investments (Impact boundaries inside the organisation)				
G4 - HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	-	Principles 1,2,3,4,5,6	
	CONSCIOUS ACTIONS Sustainability Report 2014 page 32			
G4 - DMA		-	Principles 1,2,3,4,5,6	
	CONSCIOUS ACTIONS Sustainability Report 2014 page 62			
Aspect: Non-discrimination (Impact boundaries inside and outside the organisation)				
G4 - HR3	Total number of incidents of discrimination and corrective actions taken		Principles 1,6	
	CONSCIOUS ACTIONS Sustainability Report 2014 pages 59 (inside the organisation), 38 (outside the organisation)			
G4 - DMA			Principles 1,6	
	CONSCIOUS ACTIONS Sustainability Report 2014 pages 59 (inside the organisation)			
	hm.com/codeofconduct (outside the organisation)			
Aspect: Freedom of Association and Collective Bargaining (Impact boundaries inside and outside the organisation)				
G4 - HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	-	Principles 1,2,3	
	CONSCIOUS ACTIONS Sustainability Report 2014 pages 60 (inside the organisation), 49-51 (outside the organisation)			
	http://sustainability.hm.com/en/sustainability/downloads-resources/resources/supplier-compliance.html#cm-menu			

		http://sustainability.hm.com/en/sustainability/downloads-resources/resources/supplier-compliance.html#cm-menu			
AF30	Percentage of workplaces where, in the absence of a trade union, there are worker-management committees, broken down by country	http://sustainability.hm.com/en/sustainability/downloads-resources/resources/supplier-compliance.html#cm-menu	-	Principles 1,2,3	Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 49 (outside the organisation) http://career.hm.com/content/hmcareer/en_gb/workingathm/get-to-know-us/EmployeeRelations.html	-	Principles 1,2,3	

Aspect: Child Labour (Impact boundaries outside the organisation)

G4 - HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	CONSCIOUS ACTIONS Sustainability Report 2014 pages 32, 63	-	Principles 1,2,5	
AF12	Incidents of the use of child labor	http://sustainability.hm.com/en/sustainability/downloads-resources/resources/supplier-compliance.html#cm-menu	-		
G4 - DMA		http://about.hm.com/en/About/Sustainability/Commitments/Responsible-Partners/Code-of-Conduct/Stand-Against-Child-Labour.html	-	Principles 1,2,5	

Aspect: Forced or Compulsory Labour (Impact boundaries outside the organisation)

G4 - HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	CONSCIOUS ACTIONS Sustainability Report 2014 pages 32, 36, 63	-	Principles 1,2
----------	--	---	---	----------------

G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31, 62	-	Principles 1-6
----------	--	--	---	----------------

Aspect: Assessments (Impact boundaries inside the organisation)

G4 - HR9	Total number and percentage of operations that have been subject to human rights reviews or Impact assessments	CONSCIOUS ACTIONS Sustainability Report 2014 page 63	-	Principles 1,2,3,4,5,6	We apply human rights risks and Impact assessments to all new and prioritized existing production markets (supply chain operations) and new sales markets.
----------	--	--	---	------------------------	--

G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 62	-	
----------	--	--	---	--

Aspect: Supplier Human Rights Assessments (Impact boundaries inside and outside the organisation)

G4 - HR10	Percentage of new suppliers that were screened using human rights criteria.	CONSCIOUS ACTIONS Sustainability Report 2014 pages 32, 63	-	Principles 1-6
-----------	---	---	---	----------------

AF14	Incidents of non-compliance with Code of Conduct	CONSCIOUS ACTIONS Sustainability Report 2014 page 38	Yes	Principles 1-6	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2014 page 112-113.
------	--	--	-----	----------------	--

G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31	-	Principles 1-6
----------	--	--	---	----------------

Aspect: Human Rights Grievance Mechanisms (Impact boundaries inside and outside the organisation)

G4 - HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	CONSCIOUS ACTIONS Sustainability Report 2014 page 59	-	Principles 1-6	We apply an open door policy and have a complaint procedure in place that is communicated to our employees globally. As additional national or local standards apply, such grievances are normally handled on this level and data is currently not aggregated globally on Group level. We are currently in the process of developing a global grievance and complaint register and aim to have this in place by the end of 2015. In our supply chain, we monitor the existence and functionality of grievance systems among our supplier factories.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31, 58 62	-	Principles 1-6	

SOCIAL: SOCIETY

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: Local Communities (Impact boundaries inside and outside the organisation)				
G4 - SO 1	Percentage of operations with implemented local community engagement, Impact assessments and development programs	CONSCIOUS ACTIONS Sustainability Report 2014 page 108		During 2014, we have developed a new community development strategy, we will also provide guidelines for all our markets for local community engagement programs and Impact assessments. All our markets are now required to implement this strategy in their operations.
AF 33	Priorities in community investment strategy.	CONSCIOUS ACTIONS Sustainability Report 2014 pages 104, 109		Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 pages 104, 109		
Aspect: Anti-Corruption (Impact boundaries inside and outside the organisation)				
G4 - SO3	Percentage and total number of operations assessed for risks related to corruption and the significant risks identified	CONSCIOUS ACTIONS Sustainability Report 2014 page 57	-	Principle 10
G4 - SO4	Communication and training on anti-corruption policies and procedures	CONSCIOUS ACTIONS Sustainability Report 2014 page 57	-	Principle 10
G4 - SO5	Confirmed incidents of corruption and actions taken	CONSCIOUS ACTIONS Sustainability Report 2014 page 57	Yes	Principle 10
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 55		Principle 10
Aspect: Public Policy (Impact boundaries inside the organisation)				
G4 - SO6	Total value of political contributions by country and recipient/benefit	The H&M Way		H&M does not provide direct financial contributions to individual politicians or political parties.
G4 - DMA		The H&M Way		

SOCIAL: PRODUCT RESPONSIBILITY

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: Customer Health and Safety (Impact boundaries inside the organisation)				
G4 - PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvements	hm.com/chemicals	-	Principle 8 100% of our products are assessed for health and safety improvements for example in regards to chemical safety.
G4 - DMA		hm.com/chemicals	-	
Aspect: Product- and service labeling (Impact boundaries inside the organisation)				
G4 - PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Material Ethics Policy CONSCIOUS ACTIONS Sustainability Report 2014 page 24	-	Principle 8 All of our products are labelled with the legally required information about material composition. Additionally, we provide voluntary information about the country of origin, care instructions and through the clevercare label aim to inspire to conscious garment care.
G4 - DMA		Material Ethics Policy CONSCIOUS ACTIONS Sustainability Report 2014 page 15	-	
Aspect: Marketing Communications (Impact boundaries inside the organisation)				
G4 - PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	CONSCIOUS ACTIONS Sustainability Report 2014 page 67		There have been no incidences of non-compliance registered.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 66		
Aspect: Customer Privacy (Impact boundaries inside the organisation)				

G4 - PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	CONSCIOUS ACTIONS Sustainability Report 2014 page 68	-	Our privacy policy and the H&M Way commit us to protecting our customer's and employee's privacy. Any complaints that might arise are handled by the responsible departments, for example, our customer service centers. We do currently not aggregate this data on global level for the H&M Group. We are currently evaluation related data systems and hope that we will be able to provide this data in the future.
-------------	---	--	---	--

G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 66	-	
-------------	--	--	---	--

ADDITIONAL MATERIAL ASPECTS

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle (s)	Note
Aspect: Purchasing practices (Impact boundaries inside the organisation)					
own indicator	Supplier sustainability performance index (ICoC) weighed by order volume vs. available supplier capacities	CONSCIOUS ACTIONS Sustainability Report 2014 page 32	-	Principle 1,2,7	
own indicator	Number of strategic suppliers out of total number of suppliers and percentage of pieces ordered at strategic suppliers	CONSCIOUS ACTIONS Sustainability Report 2014 page 32	-	Principle 1,2,7	In order to sustain and incentivize good sustainability performance, we like to reward our suppliers with what they appreciate most – long-term business commitments and growth opportunities. Strategic suppliers are given this preferential treatment.
own indicator	Supplier satisfaction	CONSCIOUS ACTIONS Sustainability Report 2014 page 32	-		
AF17	Actions to identify and mitigate business practices that affect code Compliance	CONSCIOUS ACTIONS Sustainability Report 2014 page 32	-	Principle 1,2,7	Apparel and Footwear Sector Specific Performance indicator
DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 30-32	-	Principle 1,2,7	
Aspect: Fair Living Wages in supply chain (Impact boundaries outside the organisation)					
AF9	Incidents of non-compliance with legal requirements or collective bargaining agreements on wages	http://sustainability.hm.com/en/sustainability/downloads-resources/resources/supplier-compliance.html#cm-menu	-		
DMA		CONSCIOUS ACTIONS Sustainability Report 2014 page 39-41	-		

Aspect: Overtime in supply chain (Impact boundaries outside the organisation)

AF10 Incidents of non-compliance with overtime standards <http://sustainability.hm.com/en/sustainability/downloads-resources/resources/supplier-compliance.html#cm-menu> -

DMA [CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31](#) -

Aspect: Supply chain workers' health & safety (Impact boundaries outside the organisation)

own indicator Percentage of supplier factories that underwent additional fire and building safety inspections under the Accord on Building and Fire Safety in Bangladesh [CONSCIOUS ACTIONS Sustainability Report 2014 page 35](#) -

own indicator Number of workers and middle managers that received additional fire and safety training [CONSCIOUS ACTIONS Sustainability Report 2014 page 51](#) -

DMA [CONSCIOUS ACTIONS Sustainability Report 2014 pages 30-31](#) -

Aspect: End of life solutions / Circular economy strategies (Impact boundaries inside the organisation)

own indicator Tons of garments collected from H&M customers [CONSCIOUS ACTIONS Sustainability Report 2014 page 83](#) -

G4 - DMA [CONSCIOUS ACTIONS Sustainability Report 2014 page 80](#) -

Aspect: Sustainable customer behavioral change (Impact boundaries inside and outside the organisation)

own indicator Tons of garments collected from H&M customers [CONSCIOUS ACTIONS Sustainability Report 2014 page 83](#) -

G4 - [CONSCIOUS ACTIONS Sustainability Report 2014 page](#) -
DMA [80](#)

Aspect: Strategies to expand influence over entire value chain (Impact boundaries inside the organisation)

own Percentage of [CONSCIOUS ACTIONS Sustainability Report 2014 page](#) - All activities
indicator production volume [36](#) downstream and
for which 2nd tier upstream
suppliers (fabric
and yarn mills)
have been
identified and
integrated in
auditing
programme

G4 - [CONSCIOUS ACTIONS Sustainability Report 2014 pages](#) -
DMA [30-31](#)

Aspect: Supplier Capacity Building (Impact boundaries inside the organisation)

own Average number of [CONSCIOUS ACTIONS Sustainability Report 2014 page](#) - Principles
indicator sustainability [34](#) 1-9
activities (strategic
vs. all factories)

G4 - [CONSCIOUS ACTIONS Sustainability Report 2014 pages](#) - Principles
DMA [30-31](#) 1-9

Aspect: Employee Satisfaction (Impact boundaries inside the organisation)

G4 - [CONSCIOUS ACTIONS Sustainability Report 2014 page](#) -
DMA [59](#)

Aspect: Animal Welfare (Impact boundaries inside and outside the organisation)

G4 - [CONSCIOUS ACTIONS Sustainability Report 2014 pages](#) -
DMA [20-21](#)

Aspect: Uzbek Cotton (Impact boundaries outside the organisation)

G4 - [CONSCIOUS ACTIONS Sustainability Report 2014 page](#) - Principles
DMA [17](#) 1,5

Aspect: Sumangali Schemes (Impact boundaries outside the organisation)

G4 - DMA	CONSCIOUS ACTIONS Sustainability Report 2014 page 36	-	Principle 4
-------------	--	---	----------------

Aspect: Responsible tax planning (Impact boundaries inside the organisation)

G4 - DMA	http://about.hm.com/en/About/Corporate-Governance/Other/tax-policy.html#cm-menu	-
-------------	---	---