



GRI INDEX

SUSTAINABILITY / REPORTING & RESOURCES / GRI INDEX

GRI Index

We are committed to transparent reporting and want to provide information in a way that is most valuable to our diverse stakeholders. [Our Conscious Actions Sustainability Report 2013](#) has been prepared in accordance with the [GRI G4 guidelines](#). We have included additional materials indicators 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 2013 page 3-4	-		
G4-2	Description of key impacts, risks, and opportunities	CONSCIOUS ACTIONS Sustainability Report 2013 page 7-8 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 2013 page 85	-		
G4-4	Primary brands, products, and/or services	CONSCIOUS ACTIONS Sustainability Report 2013 page 85	-		

G4-5	Location of organization's headquarters	H&M in figures 2013 page 52	-		
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 2013 page 9 H&M in figures page 71	-		
G4-7	Nature of ownership and legal form	H&M in figures 2013 page 66	-		
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	CONSCIOUS ACTIONS Sustainability Report 2013 page 9 H&M in figures page 71	-		
G4-9	Scale of the reporting organization	H&M Annual Report 2013 page 6, 58-59	-		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-employed, or by individuals other than employees or supervised	CONSCIOUS ACTIONS Sustainability Report pages 48	-		Employment contract by gender: contract total: 80% permanent / 20% temporary (female: 79% permanent / 21% temporary). Employment type: 44% full-time, 56% part-time. No substantial parts of our work is performed by workers who are legally recognized as self-employed, or by

	workers, including employees and supervised employees of contractors, any significant variations in employment numbers (such as seasonal variation)				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.
		H&M in figures page 73			
G4-11	Percentage of total employees covered by collective bargaining agreements	CONSCIOUS ACTIONS Sustainability Report 2013 page 44	-	Principles 1,2,3	2013: 56% (2012: 60%, 2011: 63%).
G4-12	Describe the organization's supply chain	CONSCIOUS ACTIONS Sustainability Report 2013 pages 7-9, 21 hm.com/supplychain	-		
G4-13	Significant changes regarding the organization's size, structure, ownership, or its supply chain	CONSCIOUS ACTIONS Sustainability Report 2013 pages 7-9 H&M Annual Report 2013 pages 40-41	-		Significant changes are limited to the expansion to new markets and the launch of our new brand & Other Stories in spring 2013. In the supply chain, we have placed first orders with factories located in new sourcing markets Myanmar, Ethiopia and Kenya.
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	hm.com/policies	-		

	endorses				
		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 in figures 2013 pages 78-79	Yes		
G4-18	Process for defining report content and aspect boundaries	CONSCIOUS ACTIONS Sustainability Report 2013 page 85-87	Yes		
G14-19	List all material aspects identified in the process for defining report content	CONSCIOUS ACTIONS Sustainability Report 2013 page 87	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	hm.com/gri	Yes		

	organization				
G4-22	Effect of any restatements of information provided in previous reports, and the reason for such restatements	CONSCIOUS ACTIONS Sustainability Report 2013 page 55	Yes		In reporting our energy use reductions per H&M store sqm, as a result of improvements made in our data systems, 2012 result was adjusted from 15% to 14% and 2011 result from 11% to 10%.
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	CONSCIOUS ACTIONS Sustainability Report 2013 page 25, 27, 30	Yes		We extended the scope for defining "strategic factories" and now include all factories that are owned or subcontracted by strategic partners (strategic suppliers) in this category. This provides more accurate data and a consistent factory category definition throughout the report as well as better alignment with our supply chain management systems and strategies, while this means a larger number of factories that fall into this category and a limited comparability to previous years' data. The number of supplier audits was in previous years reported based on factories that were registered as active by the end of the reporting year. To provide a more accurate picture of all the audits conducted during the year, we changed the scope in our reporting to now report on all audits conducted during the year, no matter of the year-end status of the concerned supplier factories.

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 2013 page 11, 86 hm.com/stakeholderdialogue	Yes		
G4-25	Basis for identification and selection of stakeholders with whom to engage	CONSCIOUS ACTIONS Sustainability Report 2013 page 11, 85 hm.com/stakeholderdialogue	Yes		
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	CONSCIOUS ACTIONS Sustainability Report 2013 page 11 hm.com/stakeholderdialogue	Yes		
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how	CONSCIOUS ACTIONS Sustainability Report 2013 page 87	Yes		

the organization has responded to those key topics and concerns, including through its reporting

hm.com/stakeholderdialogue

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	CONSCIOUS ACTIONS Sustainability Report 2012 page 85	-		
G4-29	Date of most recent previous report (if any)	CONSCIOUS ACTIONS Sustainability Report 2012 page 85	-		
G4-30	Reporting cycle (annual, biennial, etc.)	CONSCIOUS ACTIONS Sustainability Report 2012 page 85	-		
G4-31	Contact point for questions regarding the report or its contents	CONSCIOUS ACTIONS Sustainability Report 2012 page 5	-		
G4-32	Report the "in accordance" option and GRI content index for chosen option	CONSCIOUS ACTIONS Sustainability Report 2012 page 5 hm.com/gri	-		
G4-33	Policy and current practice with regard to seeking external assurance for the report	CONSCIOUS ACTIONS Sustainability Report 2012 pages 87-89 H&M in figures 2013 page 87	-		Ernst & Young AB was also commissioned to provide external assurance on our Conscious Actions Sustainability Report 2013 as described in the Auditor's review report on pages 87-88 of same report.

6. GOVERNANCE

	Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
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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 page 10 H&M in figures 2013 pages 82-87	-		
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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 in figures 2013 pages 53 (tax), 57 (Dividend policy & Proposed distribution of earnings), 58 (Group Income statement), 59 (Group balance sheet), 72-73 (Salaries, other remuneration and social security costs), 74 (Tax details) CONSCIOUS ACTIONS Sustainability Report 2013 page 79 (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	Risks & uncertainties	-	Principle 7	

	due to climate change				
G4-EC3	Coverage of the organization's defined benefit plan obligations	H&M in figures 2013 pages 54-55	-		
G4-EC4	Financial assistance received from government	-			No significant financial assistance received from governments has been reported.
G4 - DMA		H&M Annual Report 2013 page 6-7			

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 2013 pages 21, 79			
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 pages 7-9, 76-79			

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 2013 page 16	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 2013 page 88-89.
G4 - EN 2	Percentage of materials used that are recycled input materials	CONSCIOUS ACTIONS Sustainability Report 2013 page 16			
AF18	Programs to replace organic-based adhesives and primers	CONSCIOUS ACTIONS Sustainability Report 2013 page 17-18		Principles 7,8,9	Apparel and Footwear Sector Specific Performance indicator

	with water-based adhesives and primers				
AF19	Practices to source safer alternative substances to those on the restricted substances list, including description of associated management systems	CONSCIOUS ACTIONS Sustainability Report 2013 page 75 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 2013 page 15 and 74		Principle 8	

ASPECT: ENERGY (IMPACT BOUNDARIES INSIDE AND OUTSIDE THE ORGANISATION)

G4 - EN3	Energy consumption within the organisation.	CONSCIOUS ACTIONS Sustainability Report 2013 page 55	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
G4 - EN4	Energy consumption outside the organisation	CONSCIOUS ACTIONS Sustainability Report 2013 page 57	Yes		Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
G4 - EN5	Energy intensity	CONSCIOUS ACTIONS Sustainability Report 2013 page 55	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
G4 - EN6	Reduction of energy consumption	CONSCIOUS ACTIONS Sustainability Report 2013 page 55	Yes	Principle 8, 9	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
AF21:	Amount of energy consumed and percentage of the energy that is from renewable sources.	CONSCIOUS ACTIONS Sustainability Report 2013 page 55		Principles 7,8,9	Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 54 (inside the organisation), 56 (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 2013 page 69-72	-	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 2013 page 69-72	-	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 2013 page 72	-		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 reuse rates are available for water intense manufacturing suppliers` operations in the two most significant river basins.
G4 - DMA		CONSCIOUS ACTIONS Sustainability report 2013 page 68-73	-	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 2013 page 55	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89. Biogenic CO2 emissions are deemed as not applicable.
G4 - EN 16	Energy indirect greenhouse gas emissions (Scope 2)	CONSCIOUS ACTIONS Sustainability Report 2013 page 55	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89. Biogenic CO2 emissions are deemed as not applicable.
G4 - EN17	Other indirect greenhouse gas emissions (Scope 3)	CONSCIOUS ACTIONS Sustainability Report 2013 page 57	Yes	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89. Biogenic CO2 emissions are deemed as not applicable.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 54 (inside the organisation), 56 (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 2013 page 70, 75	-		As part of our work towards zero discharge of hazardous chemicals, 34 strategic suppliers now disclose their water discharge and quality data on 11 priority chemical groups by location via the IPE (Institute of Public & Environmental Affairs) or similar public platforms.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 pages 63, 74	-	Principle 8	

ASPECT: PRODUCT AND SERVICES (IMPACT BOUNDARIES INSIDE THE ORGANISATION)

G4 - EN27	Extend of Impact mitigation of environmental impacts of products and services	CONSCIOUS ACTIONS Sustainability Report 2013 page 15-18	-	Principles 7,8, 9	
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 15	-	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 2013 page 27	-		
AF14	Incidents of non-compliance with Code of Conduct	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	Yes	Principles 1-6	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
G4 - DMA		hm.com/monitoring	-	Principles 7-9	

SOCIAL: LABOR PRACTICES AND DECENT WORK

Standard Disclosure	Location of disclosure	External assurance	UNGC Principle(s)	Note
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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	H&M in figures 2013 pages 72-73			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 2013 pages 43-44 (inside the organisation), 79 (outside the organisation)	-	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 2013 pages 43-44 (inside the organisation), 36-37 (outside the organisation)	-		

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 - LA8	Health and safety topics covered in formal agreements with trade unions.	Global framework agreement with UNI Global Union	-		
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 43 (inside the organisation)	-		

hm.com/codeofconduct

TRAINING AND EDUCATION (IMPACT BOUNDARIES INSIDE AND OUTSIDE THE ORGANISATION)

G4 - LA9	Average hours of training per year per employee by gender, and by employment category	CONSCIOUS ACTIONS Sustainability Report 2013 page 44	-		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 - LA11	Percentage of employees receiving regular performance and career development reviews, by gender	hm.com/training	-		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 2013 page 35 (outside the organisation)	-		

ASPECT: DIVERSITY AND EQUAL OPPORTUNITY (IMPACT BOUNDARIES INSIDE THE ORGANISATION)

G4 - LA 12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	CONSCIOUS ACTIONS Sustainability Report 2013 page 48		Principles 1, 6	
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 47			

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 2013 page 27		Principles 1, 6	
AF14	Incidents of non-compliance with Code of Conduct	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	Yes	Principles 1-6	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
G4 - DMA		hm.com/monitoring			

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	The H&M Way	-	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 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. 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
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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	CONSCIOUS ACTIONS Sustainability Report 2013 page 26	-	Principles 1,2,3,4,5,6	
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 45	-	Principles 1,2,3,4,5,6	

ASPECT: NON-DISCRIMINATION (IMPACT BOUNDARIES INSIDE AND OUTSIDE THE ORGANISATION)

G4 - HR3	Total number of incidents of discrimination and corrective actions taken	CONSCIOUS ACTIONS Sustainability Report 2013 page 46 (inside the organization), 30 (outside the organisation)		Principles 1,6	
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G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 47 (inside the organisation) hm.com/codeofconduct (outside the organisation)	-	Principles 1,6	
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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	CONSCIOUS ACTIONS Sustainability Report 2013 pages 36-37 (outside the organisation), 44 (inside the organisation) http://about.hm.com/en/About/Sustainability/Reporting-and-Resources/supplier-compliance-levels.html#cm-menu	-	Principles 1,2,3	
AF30	Percentage of workplaces where there is one or more independent trade union(s), broken down by a) workplaces with collective bargaining agreement b) workplaces without a collective bargaining agreement	http://about.hm.com/en/About/Sustainability/Reporting-and-Resources/supplier-compliance-levels.html#cm-menu	-	Principles 1,2,3	Apparel and Footwear Sector Specific Performance indicator
AF30	Percentage of workplaces where, in the absence of a trade union, there are worker-management committees, broken down by country	http://about.hm.com/en/About/Sustainability/Reporting-and-Resources/supplier-compliance-levels.html#cm-menu	-	Principles 1,2,3	Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 36 (outside the organisation) http://about.hm.com/en/About/Sustainability/Commitments/Be-Ethical/Fair-Partner/Employee-Relations.html (inside the organisation)	-	Principles 1,2,3	

ASPECT: CHILD LABOUR (IMPACT BOUNDARIES OUTSIDE THE ORGANISATION)

G4 - HR5	Operations and suppliers identified as having significant risk	CONSCIOUS ACTIONS Sustainability Report 2013 page 7-8, 29, 31	-	Principles 1,2,5	
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	for incidents of child labor, and measures taken to contribute to the effective abolition of child labor				
AF12	Incidents of the use of child labor	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	-		
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 2013 page 7-8, 29	-	Principles 1,2	
G4 - DMA		hm.com/monitoring	-	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 2013 page 46	-	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 2013 page 45	-		

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 2013 page 27	-	Principles 1-6	
AF14	Incidents of non-compliance with Code of Conduct	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	Yes	Principles 1-6	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.

G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 45	-	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	http://about.hm.com/en/About/Sustainability/Reporting-and-Resources/Policies/human-rights-policy.html	-	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 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. In our supply chain, we monitor the existence and functionality of grievance systems among our supplier factories.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 45	-	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 2013 page 81			As we are developing and rolling out a new community development strategy, we will also provide guidelines for all our markets for local community engagement programs and Impact assessments. We hope that this will help us providing data on this indicator from 2015 onwards.
AF 33	Priorities in community investment strategy.	CONSCIOUS ACTIONS Sustainability Report 2013 page 79-80			Apparel and Footwear Sector Specific Performance indicator
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 79			
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 2013 page 41	-	Principle 10	

G4 - SO4	Communication and training on anti-corruption policies and procedures	CONSCIOUS ACTIONS Sustainability Report 2013 page 42	-	Principle 10	
G4 - SO5	Confirmed incidents of corruption and actions taken	CONSCIOUS ACTIONS Sustainability Report 2013 page 42	Yes	Principle 10	Twelve confirmed cases led to terminations and six to formal written warnings for employees (0 cases concerning suppliers). There have been no legal cases regarding corruption brought against our organisation or our employees. Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2013 page 88-89.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 41		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
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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	Product Policy	-	Principle 8	
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	information requirements				
		CONSCIOUS ACTIONS Sustainability Report 2013 page 15			
G4 - DMA		Product Policy	-		
		CONSCIOUS ACTIONS Sustainability Report 2013 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 2013 page 50			We regularly conduct customer surveys and gather feedback on our advertising campaigns. Besides this feedback, the Advertising Standards Committee in the UK handled one case where one of the items shown in an outdoor advertising space was no longer available in H&M stores or the online shop. Of course, we do not intend to advertise for products that are no longer available, and removed the advertising as soon as possible.
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 49			

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 2013 page 50	-		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 2013 page 49	-		

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 2013 page 26	-	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 2013 page 26	-	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 2013 page 26	-		
AF17	Actions to identify and mitigate business practices that affect code Compliance	CONSCIOUS ACTIONS Sustainability Report 2013 page 26	-	Principle 1,2,7	Apparel and Footwear Sector Specific Performance indicator
DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 24-26	-	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	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	-		
DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 37	-		

ASPECT: OVERTIME IN SUPPLY CHAIN (IMPACT BOUNDARIES OUTSIDE THE ORGANISATION)

AF10	Incidents of non-compliance with overtime standards	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	-		
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DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 37-38	-		
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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 2013 page 30	-		
own indicator	Number of workers and middle managers that received additional fire and safety training	CONSCIOUS ACTIONS Sustainability Report 2013 page 30	-		
DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 30	-		

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 2013 page 62	-		
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 61-62	-		

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 2013 page 62	-		
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 19, 61	-		

ASPECT: STRATEGIES TO EXPAND INFLUENCE OVER ENTIRE VALUE CHAIN (IMPACT BOUNDARIES INSIDE THE ORGANISATION)

own indicator	Percentage of production volume for which 2nd tier suppliers (fabric and yarn mills) have been identified and	CONSCIOUS ACTIONS Sustainability Report 2013 page 28	-		All activities downstream and upstream
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	integrated in auditing programme				
G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 24, 28	-		

ASPECT: SUPPLIER CAPACITY BUILDING (IMPACT BOUNDARIES INSIDE THE ORGANISATION)

own indicator	Average number of sustainability activities (strategic vs. all factories)	CONSCIOUS ACTIONS Sustainability Report 2013 page 27	-	Principles 1-9	
G4 - DMA		hm.com/beyondmonitoring	-	Principles 1-9	

ASPECT: EMPLOYEE SATISFACTION (IMPACT BOUNDARIES INSIDE THE ORGANISATION)

G4 - DMA		CONSCIOUS ACTIONS Sustainability Report 2013 page 43-44	-		
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ASPECT: ANIMAL WELFARE (IMPACT BOUNDARIES INSIDE AND OUTSIDE THE ORGANISATION)

G4 - DMA		Product Policy	-		
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ASPECT: UZBEK COTTON (IMPACT BOUNDARIES OUTSIDE THE ORGANISATION)

G4 - DMA		CONSCIOUS ACTIONS Sustainability report 2013 page 31	-	Principles 1,5	
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ASPECT: SUMANGALI SCHEMES (IMPACT BOUNDARIES OUTSIDE THE ORGANISATION)

G4 - DMA		CONSCIOUS ACTIONS Sustainability report 2013 page 31	-	Principle 4	
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ASPECT: RESPONSIBLE TAX PLANNING (IMPACT BOUNDARIES INSIDE THE ORGANISATION)

G4 - DMA		http://about.hm.com/en/About/Sustainability/Commitments/Be-Ethical/Taxation.html	-		
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