



DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
<b>GRI 102: GENERAL DISCLOSURES</b>				
102-1	Name of the organization	8		
102-2	Activities, brands, products, and services	8		See also our <a href="#">Annual Report</a> , pages 8-15 and 36.
102-3	Location of headquarters	See note		Stockholm.
102-4	Location of operations	8		See also our <a href="#">Annual Report</a> , page 16. See also our <a href="#">Supplier List</a> .
102-5	Ownership and legal form	8		See also our <a href="#">Annual Report</a> , pages 21 and 24.
102-6	Markets served	See note		See our <a href="#">Annual Report</a> , page 16.
102-7	Scale of the organization	8		See also our <a href="#">Annual Report</a> , pages 16 and 37.
102-8	Information on employees and other workers	See note		See also our <a href="#">Annual Report</a> , pages 30, 37, 51 and 69.
102-9	Supply chain	9		See also our <a href="#">Supplier List</a> .
102-10	Significant changes to the organization and its supply chain	See note		No significant changes in the supply chain.
102-11	Precautionary Principle or approach	See note		We apply the precautionary principle in our environmental work and have adopted a preventative approach with the substitution of hazardous chemicals, and by actively promoting the use of non-hazardous chemicals.

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102-12	External initiatives	20, 22, 24-25, 30, 31-33, 35, 36, 37-41, 42, 43-44, 45, 46, 47, 49, 50, 58, 63-67, 69, 77-79, 80-81		See our full list of <a href="#">collaborations</a> .
102-13	Membership of associations	20, 24, 32, 35, 37, 38, 42, 45, 46, 64, 69		See our full list of <a href="#">collaborations</a> .
102-14	Statement from senior decision-maker	4-5		
102-15	Key impacts, risks, and opportunities	10, 12-13, 20, 29-30, 31, 32, 35, 38, 39, 43, 45, 58-59, 63, 64, 68, 77		See our <a href="#">Annual Report</a> , pages 30, 38-40, 45 and 65.
102-16	Values, principles, standards, and norms of behavior	14, 17, 61		See also our full list of <a href="#">standards, codes and policies</a> .
102-17	Mechanisms for advice and concerns about ethics	17, 61		See also our <a href="#">Global Grievance Policy</a> and <a href="#">Whistleblowing Policy</a> .
102-18	Governance structure	16		See also our Corporate Governance Report in the <a href="#">Annual Report</a> , page 23.
102-22	Composition of the highest governance body and its committees	16		See our <a href="#">Annual Report</a> , pages 23 and 29.
102-23	Chair of the highest governance body	See note		See our <a href="#">Annual Report</a> , pages 23 and 29.
102-24	Nominating and selecting the highest governance body	See note		See our Corporate Governance Report in the <a href="#">Annual Report</a> , pages 21 and 23.
102-32	Highest governance body's role in sustainability reporting	See note		Reviewed by all the relevant members of the executive management team and CEO.
102-40	List of stakeholder groups	15	Yes	See also our <a href="#">Stakeholder Engagement Overview</a> .

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
102-41	Collective bargaining agreements	57, 61, 63-64, 66, 76		
102-42	Identifying and selecting stakeholders	15	Yes	See also our <a href="#">Stakeholder Engagement Overview</a> .
102-43	Approach to stakeholder engagement	15	Yes	See also our <a href="#">Stakeholder Engagement Overview</a> and our <a href="#">Material Issues</a> .
102-44	Key topics and concerns raised	15	Yes	See also our <a href="#">Material Issues</a> .
102-45	Entities included in the consolidated financial statements	80		Entities concerned are stated in the <a href="#">Annual Report</a> .
102-46	Defining report content and topic Boundaries	59, 80-81	Yes	See also <a href="#">How We Report</a> and our <a href="#">Material Issues</a> .
102-47	List of material topics	59, 80-81	Yes	See our <a href="#">Material Issues</a> and <a href="#">Salient Human Rights Issues</a> .
102-48	Restatements of information	46, 48, 54, 80		
102-49	Changes in reporting	3, 28, 32, 33, 40, 46, 48, 52, 54, 57, 66, 80		
102-50	Reporting period	80		
102-51	Date of most recent report	See note		Our most recent sustainability report was published in March 2021.
102-52	Reporting cycle	80		
102-53	Contact point for questions regarding the report	84		

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
102-54	Claims of reporting in accordance with the GRI Standards	80		
102-55	GRI content index	See note		See our <a href="#">GRI Content Index</a> .
102-56	External assurance	82-83	Yes	EY has assured specified information in our Sustainability Report since 2011, and also assures our <a href="#">Annual Report</a> .

## Economic

### GRI 201: ECONOMIC PERFORMANCE

### IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION

103-1/2/3	Management approach, 201	See note		See our <a href="#">Annual Report</a> , pages 14, 16 and 26-30.
Own indicator	Sales growth and profitability on an annual basis (in local currencies)	See note		See our <a href="#">Annual Report</a> , page 18.

### GRI 205: ANTI-CORRUPTION

### IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION

103-1/2/3	Management approach, 205	See note		See also our <a href="#">Annual Report</a> , pages 52-53.
205-1	Operations assessed for risks related to corruption	See note		See also our <a href="#">Annual Report</a> , pages 52-53.
205-2	Communication and training about anti-corruption policies and procedures	See note		See also our <a href="#">Annual Report</a> , pages 52-53.
205-3	Confirmed incidents of corruption and actions taken	79	Yes	See also our <a href="#">Annual Report</a> , page 53.

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<b>GRI 207: TAX</b>		<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>		
103-1/2/3	Management approach, 207	See note		See also our <a href="#">Annual Report</a> , pages 54-55, and our <a href="#">Tax Policy</a> .
207-1	Approach to tax	See note		See also our <a href="#">Annual Report</a> , pages 54-55 and 70, and our <a href="#">Tax Policy</a> .
207-2	Tax governance, control, and risk management	See note		See also our <a href="#">Annual Report</a> , pages 54-55 and 39, and our <a href="#">Tax Policy</a> .
207-3	Stakeholder engagement and management of concerns related to tax	See note		See also our <a href="#">Annual Report</a> , page 39, and our <a href="#">Tax Policy</a> .
207-4	Country-by-country reporting	See note		See also our <a href="#">Annual Report</a> , page 67.

## Environment

<b>GRI 301: MATERIALS</b>		<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>		
103-1/2/3	Management approach, 301	37-41, 46		We have measurable goals for different material types, including cotton, wood-based materials and man-made cellulosic fibres, wool, leather, cashmere and recycled materials. Our Circular Packaging Strategy outlines measurable goals for packaging materials.
301-1	Materials used by weight or volume	39-40, 53-54	Yes (assurance is limited to cotton)	As requested by many of our stakeholders and for comparability reasons, we report our sourcing of more sustainable and/or recycled materials in percent and not by weight or volume.
301-2	Recycled input materials used	40, 53-54		As requested by many of our stakeholders and for comparability reasons, we report our sourcing of more sustainable and/or recycled materials in percent and not by weight or volume.
Own indicator	Tonnes of garment collected from customers	28, 54	Yes	
Own indicator	Animal welfare	38, 40, 54		See also our <a href="#">Animal Welfare and Material Ethics Policy</a> .

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
<b>GRI 302: ENERGY</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 302	31-34		
302-1	Energy consumption within the organization	33, 51	Yes	
302-3	Energy intensity	33, 51	Yes	
302-4	Reduction of energy consumption	33, 51		
<b>GRI 303: WATER AND EFFLUENTS</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 303	43-44		
303-1	Interactions with water as a shared resource	43-44		
303-2	Management of water discharge-related impacts	43-45		
303-3	Water withdrawal	43-44, 53		Our water strategy includes measurable goals. We report reduction in production water usage in l/kg, l/m and l/pc, but currently do not report the total water withdrawal in megalitres.
303-4	Water discharge	43-44, 53-54		We report against the priority substances of concern which are defined in the ZDHC wastewater quality requirements. In 2018, we transitioned to the ZDHC wastewater quality requirements, which are based on a broad consultation process and aligned with our work to achieve <u>zero discharge of hazardous chemicals</u> .
Own indicator	Percentage of supplier factories in full compliance with wastewater quality requirements (ZDHC)	54		In 2018, we transitioned to the ZDHC wastewater quality requirements, which are based on a broad consultation process and aligned with our work to achieve <u>zero discharge of hazardous chemicals</u> . Prior to that, we reported water quality against the BSR Wastewater guideline.

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<b>GRI 304: BIODIVERSITY</b>				<b>IMPACT BOUNDARY: OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 304	29, 35		
304-2	Significant impacts of activities, products, and services on biodiversity	35		
<b>GRI 305: EMISSIONS</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 305	31-34		Our Climate Positive Strategy covers the entire value chain, while data is predominantly available for our own operations.
305-1	Direct (Scope 1) GHG emissions	28, 51-52	Yes	
305-2	Energy indirect (Scope 2) GHG emissions	28, 51-52	Yes	
305-3	Other indirect (Scope 3) GHG emissions	52	Yes (assurance is limited to transportation)	
305-4	GHG emissions intensity	28		
305-5	Reduction of GHG emissions	28, 51-52		
<b>GRI 306: WASTE</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 306	29, 36-42, 46-50		
306-1	Waste generation and significant waste-related impacts	48-50		



DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
306-2	Management of significant waste-related impacts	29, 36-42, 46-50		
306-4	Waste diverted from disposal	54		As requested by many of our stakeholders and for comparability reasons, we report our reuse and recycling of waste in percent and not by weight or volume.
Own indicator	Recycling systems in stores	28, 54		In 2021, this waste management KPI will be revised to align with our new Circular Built Environment Strategy.

**GRI 307: ENVIRONMENTAL COMPLIANCE**

**IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION**

103-1/2/3	Management approach, 307	31-50, 77-79		
307-1	Non-compliance with environmental laws and regulations	79		Our supplier factories are measured against the Higg Facility Environmental Module (FEM). We disclose the aggregated score for participating suppliers.
Own indicator	Recycling systems in stores	28, 54		In 2021, this waste management KPI will be revised to align with our new Circular Built Environment Strategy.

**GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT**

**IMPACT BOUNDARY: OUTSIDE THE ORGANISATION**

103-1/2/3	Management approach, 308	77-79		
308-1	New suppliers that were screened using environmental criteria	77, 79		

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<b>Social</b>				
<b>GRI 401: EMPLOYMENT</b>			<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>	
103-1/2/3	Management approach, 401	58-70		
401-1	New employee hires and employee turnover	See note		See also our <a href="#">Annual Report</a> , page 69.
<b>GRI 403: OCCUPATIONAL HEALTH AND SAFETY</b>			<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>	
103-1/2/3	Management approach, 403	6-7, 61, 63, 66		
Own indicator	Percentage of supplier factories that underwent additional fire and building safety inspections under the Accord	66		This is the last year we will report on the Accord. Our suppliers in Bangladesh have remediated 97% of fire and building safety issues as defined by the Bangladesh Accord. New suppliers are not approved unless they fulfil these requirements.
<b>GRI 404: TRAINING AND EDUCATION</b>			<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>	
103-1/2/3	Management approach, 404	61-64, 66-70		
404-3	Percentage of employees receiving regular performance and career development reviews	See note		Our policy is that all employees should receive such reviews annually. We do no formal audit on this, but we give our employees the opportunity to feed back on a number of things that we know have a strong correlation with employee engagement, including performance and career opportunities. Results for relevant questions in 2020 were as follows: “My manager provides me with feedback that helps me improve my performance.” 72% of employees participating answered favourably (4 or 5 on a 5 grade scale) to this statement. “My career goals can be met at H&M Group.” 56% answered favourably. We saw no significant gender differences.

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<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 405	68-70		
405-1	Diversity of governance bodies and employees	57, 76		
405-2	Ratio of basic salary and remuneration of women to men	See note		We report on this indicator for the UK market, which indicates a gender pay gap of 4.1%, compared to the <u>country average</u> of 17.4% in 2019. Our most recent data is available as a snapshot of April 5, 2019. Read our 2019 UK <a href="#">Gender Pay Gap Report</a> .
<b>GRI 406: NON-DISCRIMINATION</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 406	68-70		
406-1	Incidents of discrimination and corrective actions taken	78, 79		Within our own operations, local markets collect this data; however, we do not have aggregated data globally. Within our supply chain, we report data on Letters of Concern issued to suppliers in relation to discrimination and harassment. Data on corrective actions is aggregated across all non-compliance issues.
<b>GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 407	60-61, 63, 66		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	63-66, 76, 78		
<b>GRI 408: CHILD LABOUR</b>				<b>IMPACT BOUNDARY: OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 408	59, 63-64		

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
408-1	Operations and suppliers at significant risk for incidents of child labor	59, 63-64, 77-79		
<b>GRI 409: FORCED OR COMPULSORY LABOUR</b>				<b>IMPACT BOUNDARY: OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 409	59, 63-64		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	59, 63-64, 77-79		
<b>GRI 412: HUMAN RIGHTS ASSESSMENT</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 412	59, 63-64		
412-1	Operations that have been subject to human rights reviews or impact assessments	59, 64, 77-80		
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	59, 64, 77-79		
<b>GRI 413: LOCAL COMMUNITIES</b>				<b>IMPACT BOUNDARY: INSIDE AND OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 413	70		We have a Community Development Strategy with clear guidelines, applicable for all markets. We continuously support and provide guidance to the markets and central functions throughout implementation of the strategy. We follow up and report on activities annually. All our retail markets have community investment activities running, based on their local context and priorities. We have put the impact measurement of our community investment activities on hold, while we evaluate how to best measure the social impact of our business and sustainability programme overall. Total community investments are aimed at creating shared value and strengthening communities across our value chain, and passing on donations and contributions by H&M Group customers to various charitable causes.

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
413-2	Operations with significant actual and potential negative impacts on local communities	See note		<p>Total community investments are aimed at creating shared value and strengthening communities across our value chain, and passing on donations and contributions by H&amp;M Group customers to various charitable causes.</p> <p><b>Strategic investments:</b> Investments in strategic partnerships and donations aimed at creating shared value for us as a company, our customers and local communities.</p> <p><b>Customers:</b> Contributions by H&amp;M Group customers to charitable causes through, for example, cash register round up or other donations.</p>

**GRI 414: SUPPLIER SOCIAL ASSESSMENT**

**IMPACT BOUNDARY: OUTSIDE THE ORGANISATION**

103-1/2/3	Management approach, 414	77-79		
414-1	New suppliers that were screened using social criteria	77-79		
414-2	Negative social impacts in the supply chain and actions taken	76, 78-79		

**GRI 415: PUBLIC POLICY**

**IMPACT BOUNDARY: OUTSIDE THE ORGANISATION**

103-1/2/3	Management approach, 415	20		(Note, not a material topic.)
415-1	Political contributions	See note		<p>H&amp;M Group does not provide direct financial contributions to individual politicians or political parties.</p> <p>(Note, not a material topic.)</p>

**GRI 416: CUSTOMER HEALTH AND SAFETY**

**IMPACT BOUNDARY: OUTSIDE THE ORGANISATION**

103-1/2/3	Management approach, 416	6-7		<p>All of our products are assessed for health and safety improvements, for example in regard to chemical safety.</p> <p>During the COVID-19 pandemic, we prioritised customer health and safety. Our global crisis team coordinated efforts, collaborating with local teams to work with customers as well as colleagues, suppliers, landlords and communities. We cooperated closely with the relevant authorities in all markets.</p>
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DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
416-1	Assessment of the health and safety impacts of product and service categories	See note		100% (see management approach above).
<b>GRI 417: MARKETING AND LABELING</b>				<b>IMPACT BOUNDARY: INSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 417	23-25		All of our products are labelled with the legally required information about material composition. Additionally, we provide voluntary information about the country key origin, care instructions and through the Clevercare label aim to inspire conscious garment care. (Note, not a material topic.)
417-1	Requirements for product and service information and labeling	See note		See management approach above. (Note, not a material topic.)
417-2	Incidents of non-compliance concerning product and service information and labeling	See note		There have been no incidents of legal non-compliance concerning product and service information and labelling. (Note, not a material topic.)
<b>GRI 418: CUSTOMER PRIVACY</b>				<b>IMPACT BOUNDARY: OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 418	See note		H&M Group is committed to protect our customers' and employees' privacy. We have a dedicated data privacy team in place and have mature systems to ensure compliance with the EU General Data Protection Regulation (GDPR). Read more <a href="#">here</a> .
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See note		We had 16 substantiated complaints concerning breaches of customer privacy during 2020. We recognise the growing importance of data privacy to our customers. Protecting personal data and privacy is of greatest concern to H&M Group and we work with the relevant supervisory authority to resolve complaints. (Note, not a material topic.)
<b>GRI 419: SOCIOECONOMIC COMPLIANCE</b>				<b>IMPACT BOUNDARY: OUTSIDE THE ORGANISATION</b>
103-1/2/3	Management approach, 419	77		(Note, not a material topic.)
419-1	Non-compliance with laws and regulations in the social and economic area	See note		There have been no incidents of non-compliance registered. (Note, not a material topic.)

DISCLOSURE  
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TITLEPAGES IN SUSTAINABILITY  
PERFORMANCE REPORT 2020EXTERNAL  
ASSURANCE

NOTES

## Apparel and Footwear Sector Supplement

We include additional, sector-specific material indicators from the historic Apparel and Footwear Sector Supplement.

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGES IN SUSTAINABILITY PERFORMANCE REPORT 2020	EXTERNAL ASSURANCE	NOTES
AF1	Code of conduct content and coverage	77		Our code of conduct is named <a href="#">Code of Ethics</a> . We have one for internal use and one for our business partners.
AF2	Parties and personnel engaged in code of conduct compliance function	16		
AF3	Compliance audit process	77		
AF4	Grievance mechanisms	61, 63, 66		See also our <a href="#">Global Grievance Policy</a> .
AF5	Capacity building	63-67, 69-70, 77-79		
AF6	Policies for supplier selection, management, and termination	77-79		
AF7	Number and location of workplaces covered by the code of conduct	77-79		
AF8	Number of audits conducted and percentage of workplaces audited	78-79		
AF9	Incidents of non-compliance with legal requirements or collective bargaining agreements on wages	78-79		
AF10	Incidents of non-compliance with overtime standards	78-79		
AF11	Incidents of non-compliance with standards on pregnancy and maternity rights	78-79		

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AF12	Incidents of the use of child labor	64, 78		
AF13	Incidents of non-compliance with standards on gender discrimination	78-79		
AF14	Incidents of non-compliance with code of conduct	79		
AF15	Identify and mitigate business practices that affect code compliance	77-79		
AF19	Practices to source safer alternative substances list, including description of associated management systems	45		
AF20	List of environmentally preferable materials used in apparel and footwear products	45		See also our <a href="#">Chemical Restrictions</a> list.
AF21	Amount of energy consumed and percentage of the energy that is from renewable sources	51	Yes	
AF26	Policy on working hours, including definition of overtime and actions to prevent excessive and forced overtime	See note		For our own operations, see our <a href="#">Global Compensation and Benefit Policy</a> . For our supply chain, see our <a href="#">Sustainability Commitment</a> and our <a href="#">Migrant Worker Guidelines</a> .
AF30	Percentage of workplaces where in the absence of a trade union, there are worker management committees	See note		90% of our tier 1 supplier factories have worker representatives and 32% have trade union representation.
AF32	Actions to address gender discrimination and to provide opportunities for the advancement of women workers	68-70		