

H&M Group

GRI Index 2022

DISCLOSURE	NOTES
GRI 1: Foundation	
Statement of use	H&M Group has reported in accordance with the GRI Standards for the period 1 December 2021—30 November 2022.
GRI 1 used	GRI 1: Foundation 2021.
Applicable GRI sector standards	Not currently available.

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GRI 2: General disclosures

2-1	Organizational Profile	ASR: 59, 124-125, 152	Yes	
2-2	Entities included in the organization’s sustainability reporting	ASR: 119 SD: 86		
2-3	Reporting period, frequency and contact point	ASR: 55, 152 SD: 86, 90		Publication date: 30 March 2023. If you have questions, need help locating information, or want to find the latest on our sustainability work including strategy, goals, standards and policies, please contact kelly.langpap@hm.com .
2-4	Restatements of information	ASR: 91-92 SD: 20-21, 28-30, 36, 50, 57		

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2-5	External assurance	ASR: 61, 72, 142-146 SD: 88-89	Yes	Deloitte has provided limited assurance to specific information in our Sustainability Disclosure this year, and has also assured our Annual and Sustainability Report.
2-6	Activities, value chain, and other business relationships	ASR: 23-38, 87 SD: 11, 82		No significant changes to the previous reporting period.
2-7	Employees	ASR: 75, 124-125 SD: 21, 77		Partially omitted (information incomplete) — breakdown of permanent, temporary, non-guaranteed hours, full-time and part-time employees by gender and region not reported.
2-8	Workers who are not employees	ASR: 43, 98-101 SD: 67-76		Partially omitted (information incomplete) — data on contractors not reported.
2-9	Governance structure and composition	ASR: 55-71, 87-88		
2-10	Nomination and selection of the highest governance body	ASR: 56-61		
2-11	Chair of the highest governing body	ASR: 58-59, 69		
2-12	Role of the highest governing body in overseeing the management of impacts	ASR: 56, 62-64, 66-67		
2-13	Delegation of responsibility for managing impacts	ASR: 56, 65-67, 87-88		
2-14	Role of the highest governance body in sustainability reporting	ASR: 62-63, 65, 87-88		Our Sustainability Disclosure and Annual and Sustainability Report are reviewed by all the relevant members of the executive management team and CEO — reviewers are provided with the full draft to read and comment on before signing off the reports.
2-15	Conflicts of interest	ASR: 60, 82-83		

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2-16	Communication of critical concerns	ASR: 56, 62-64, 66-67, 76-78		Partially omitted (confidentiality constraints) — number of critical concerns that were communicated to the highest governance body during the reporting period not reported.
2-17	Collective knowledge of the highest governance body	ASR: 62, 88		Relevant conversations took place in response to the geopolitical and macroeconomic situation in 2022, alongside regular updates on sustainability made to the board by the head of sustainability.
2-18	Evaluation of the performance of the highest governance body	ASR: 64-67		The evaluation of the board is described without specific reference to environment and people.
2-19	Remuneration policies	ASR: 57-59, 64, 80-83, 123-124		
2-20	Process to determine remuneration	ASR: 57-59, 64, 80-83, 123-124		
2-21	Annual total compensation ratio	ASR: 123-124		Partially omitted (confidentiality constraints) — amounts reported in absolute figures rather than ratio, and excludes median annual total compensation for all employees.
2-22	Statement on sustainable development strategy	ASR: 8-9 SD: 4-6		
2-23	Policy commitments	ASR: 43, 47, 55-56, 60, 64-67, 76, 79, 84, 86-89, 91, 98-99, 101-102 SD: 7, 43, 63, 65-66, 71, 77, 82		See also our full list of standards, codes and policies .
2-24	Embedding policy commitments	ASR: 43, 55, 66-68, 87-90, 101-102		
2-25	Processes to remediate negative impacts	ASR: 88-89 SD: 63, 65-70, 82-83, 85		
2-26	Mechanisms for seeking advice and raising concerns	ASR: 88-89, 101-102 SD: 63, 65-70, 82, 85		

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2-27	Compliance with laws and regulations	ASR: 55-57, 66-68, 78-79, 101-102 SD: 84-85		Partially omitted (confidentiality constraints) — number of significant non-compliances and fines incurred not reported. Our supplier factories are measured against the Higg Facility Environmental Module (FEM). We disclose the aggregated score for participating suppliers. Our supplier factories are also measured against the Higg Facility Social & Labor Module (FSLM). We're working with Social & Labor Convergence Program to develop an industry scoring tool for FSLM, which we'll use when it's ready.
2-28	Membership associations	SD: 14, 16, 26, 28, 32, 52, 67, 71, 84		See our full list of collaborations .
2-29	Approach to stakeholder engagement	SD: 15-16	Yes	See also our Stakeholder Engagement Overview .
2-30	Collective bargaining agreements	SD: 65, 68		Based on degree of risk and impact, we report the percentage of our tier 1 suppliers with collective bargaining agreements in place, rather than for our own operations.

GRI 3: Material topics

3-1	Process to determine material topics	ASR: 43, 98 SD: 15, 63, 86	Yes	See also How We Report and our Material Issues .
3-2	List of material topics	SD: 63, 86-87	Yes	See also our Material Issues and Salient Human Rights Issues .
3-3	Management of material topics	See note.		See all relevant disclosures below, by topic.

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Topic standards

201: Economic performance

3-3	Management approach	ASR: 16, 30, 73-75		
201-1	Direct economic value generated and distributed	ASR: 114-130		
201-2	Financial implications and other risks and opportunities due to climate change	ASR: 103-107		
201-3	Defined benefit plan obligations and other retirement plans	ASR: 124, 131-132		
201-4	Financial assistance received from government	ASR: 118-119		
Own indicator	Sales growth and profitability on an annual basis (in local currencies)	ASR: 12-13, 74, 109, 122		

202: Market presence

3-3	Management approach	SD: 72		All employees within the H&M Group will be guaranteed at least the statutory minimum wage through a fixed base salary or fixed base wage per hour — see our Global Compensation and Benefits Policy . We report detailed wage data for tier 1 suppliers in key markets rather than for our own operations.
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	SD: 70, 72-75		All employees within the H&M Group will be guaranteed at least the statutory minimum wage through a fixed base salary or fixed base wage per hour — see our Global Compensation and Benefits Policy . We report detailed wage data for tier 1 suppliers in key markets rather than for our own operations.

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202-2	Proportion of senior management hired from the local community	See note.		Omitted (information incomplete).
205: Anti-corruption				
3-3	Management approach	ASR: 77, 89, 101-102		
205-1	Operations assessed for risks related to corruption	ASR: 101-102		
205-2	Communication and training about anti-corruption policies and procedures	ASR: 101-102		Partially omitted (information incomplete) — total figure provided.
205-3	Confirmed incidents of corruption and actions taken	ASR: 102	Yes, limited to total reported incidents of potential non-compliance with the Code of Ethics (including reported corruption cases) — employees and business partners.	We report total reported incidents of potential non-compliance with our Code of Ethics, which includes reported corruption cases.
207: Tax				
3-3	Management approach	ASR: 61, 65, 78-79, 109, 126-127		See also our Tax Policy .
207-1	Approach to tax	ASR: 61, 65, 78-79, 109, 126-127		See also our Tax Policy .
207-2	Tax governance, control, and risk management	ASR: 56, 61, 65, 78-79, 109, 126-127		See also our Tax Policy .

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207-3	Stakeholder engagement and management of concerns related to tax	ASR: 89		See also our Tax Policy .
207-4	Country-by-country reporting	ASR: 121-122, 126		Partially omitted (confidentiality constraints) — country breakdown not reported. See also our Tax Policy .

301: Materials

3-3	Management approach	SD: 23-24, 40, 43		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	SD: 20, 43-47, 56-57	Yes, limited to all cotton and synthetics data, including our top three recycled materials (cotton, polyester, polyamide).	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	SD: 20, 46-47, 56-59	Yes, limited to all cotton and synthetics data, including our top three recycled materials (cotton, polyester, polyamide).	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.
301-3	Reclaimed products and their packaging materials	SD: 20, 50, 53-59		Includes tonnes of garment collected from customers, previously reported as a separate “own indicator”.
Own indicator	Animal welfare	SD: 46		See also our Animal Welfare Policy .

302: Energy

3-3	Management approach	SD: 23-24, 26-28		
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302-1	Energy consumption within the organization	SD: 30	Yes	Partially omitted (not material) — own generated (sold) electricity is not reported on due to the marginal amount.
302-2	Energy consumption outside of the organization	See note.		Omitted (information incomplete).
302-3	Energy intensity	SD: 20, 30	Yes	
302-4	Reduction of energy consumption	SD: 30		
302-5	Reductions in energy requirements of products and services	See note.		We do not currently report indirect greenhouse gas emissions from use of sold products. During the year we have been engaging with the SBTi to identify a credible mitigation approach that would enable setting a high integrity target for use-phase emissions. We will continue to engage with the SBTi but also aim to engage other stakeholders to build wider consensus on the topic of setting reduction targets for indirect use-phase emissions.

303: Water and effluents

3-3	Management approach	SD: 23-24, 35, 40, 48, 52		
303-1	Interactions with water as a shared resource	SD: 35-37, 48, 52		
303-2	Management of water discharge-related impacts	SD: 35-37, 38		
303-3	Water withdrawal	SD: 20, 35-36		Our water strategy includes measurable goals. We report reduction in production water usage in l/kg, l/m and l/pc. Our Water Strategy 2030 includes a new goal to reduce absolute total freshwater use from a 2022 baseline.

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303-4	Water discharge	SD: 35-38		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> .
303-5	Water consumption	SD: 35-37		Our water strategy includes measurable goals. We report reduction in production water usage in l/kg, l/m and l/pc. Our Water Strategy 2030 includes a new goal to reduce absolute total freshwater use from a 2022 baseline.
Own indicator	Percentage of supplier factories in full compliance with wastewater quality requirements (ZDHC)	SD: 36, 38		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.

304: Biodiversity

3-3	Management approach	SD: 23-24, 32		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	See note.		Omitted (information incomplete). Our updated Environmental Site Assessments for potential new distribution centre sites include a review of protected areas or landscapes, ecological sites and potential nesting or roosting areas.
304-2	Significant impacts of activities, products and services on biodiversity	SD: 32-34		In 2020, we assessed the biodiversity impact of our raw material sourcing and used the results as a basis for prioritising future work.
304-3	Habitats protected or restored	SD: 33		
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	See note.		<p>H&M group does not accept materials from vulnerable or endangered species, as defined by CITES (Convention on International Trade in Endangered Species) and the IUCN Red List.</p> <p>In 2020, we assessed the biodiversity impact of our raw material sourcing. The assessment included threatened species. The result has been used as a basis for prioritising future work. We are in the process of analysing our impact on nature through the Science Based Targets Network and integrating biodiversity and nature into our organisational decision-making.</p> <p>We are engaged in a range of regenerative and transformative projects for key materials, some of which will track impact on specific species.</p>

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305: Emissions				
3-3	Management approach	SD: 23-24, 26-28		
305-1	Direct (Scope 1) GHG emissions	SD: 20, 28-29	Yes	
305-2	Energy indirect (Scope 2) GHG emissions	SD: 20, 28-29	Yes	
305-3	Other indirect (Scope 3) GHG emissions	SD: 20, 28-30	Yes, limited to scope 3 emissions from transportation, raw materials, garment manufacturing and fabric production.	
305-4	GHG emissions intensity	SD: 20, 30		We report electricity intensity for our stores, and have an overall absolute emissions reduction goal, rather than reporting emissions intensity.
305-5	Reduction of GHG emissions	SD: 20, 28-30		
305-6	Emissions of ozone-depleting substances (ODS)	See note.		Omitted (not material).
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	See note.		Omitted (not material).

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306: Waste				
3-3	Management approach	SD: 23-24, 40-44, 49, 52-54, 56, 58		
306-1	Waste generation and significant waste-related impacts	SD: 49-50, 53-56, 58		
306-2	Management of significant waste-related impacts	SD: 23-24, 40-43, 47, 49-59		
306-3	Waste generated	SD: 50		As requested by many of our stakeholders and for comparability reasons, we report these data by percent and not by weight or volume.
306-4	Waste diverted from disposal	SD: 20, 46-47, 50, 54-59		As requested by many of our stakeholders and for comparability reasons, we report these data by percent and not by weight or volume.
306-5	Waste directed to disposal	SD: 50		As requested by many of our stakeholders and for comparability reasons, we report these data by percent and not by weight or volume.

308: Supplier environmental assessment

3-3	Management approach	SD: 82-83		
308-1	New suppliers that were screened using environmental criteria	SD: 82, 84		
308-2	Negative environmental impacts in the supply chain and actions taken	SD: 84-85		

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401: Employment				
3-3	Management approach	SD: 5-66		
401-1	New employee hires and employee turnover	ASR: 106, 126-127		Partially omitted (information incomplete) — total employee figures reported by region and gender.
403: Occupational health and safety				
3-3	Management approach	SD: 55, 57, 66-67		
Own indicator	Percentage of tier 1 production supply chain factories with Health and Safety Committees in place	SD: 21, 68		
404: Training and education				
3-3	Management approach	SD: 63, 65, 77		
404-1	Average hours of training per year per employee	SD: 66		
404-2	Programs for upgrading employee skills and transition assistance programs	SD: 66		

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404-3	Percentage of employees receiving regular performance and career development reviews	SD: 66		<p>Our policy is that all employees should receive such reviews annually.</p> <p>We give our employees the opportunity to provide feedback on questions that we know have a strong correlation with employee engagement, including performance and career opportunities, as part of an annual employee survey. Results for relevant questions in 2022 were as follows:</p> <p>“My manager provides me with feedback that helps me improve my performance.” 73% of employees participating answered favourably (4 or 5 on a 5-grade scale) to this statement.</p> <p>“My career goals can be met at H&M Group.” 60% answered favourably.</p>
405: Diversity and equal opportunity				
3-3	Management approach	SD: 61, 77		
405-1	Diversity of governance bodies and employees	SD: 21, 77		
405-2	Ratio of basic salary and remuneration of women to men	See note.		<p>We report on this indicator for the UK market. For 2021/22 we reported on retail and services separately. For retail the pay gap was 22.9% and for services it was 0.3% compared to 14.9% for all employees in the UK.</p> <p>This year, external factors surrounding the Covid-19 pandemic affected our results as we adapted to the ever-changing situation. For the second year in a row the pandemic has had a significant effect on the gender pay gap information we are able to provide. At the time of the snapshot date the majority of our workforce were placed on furlough leave in H&M UK LTD. This means at the time the gender pay gap was calculated, only 14% of our employee population were classed as “full-pay relevant employees” in line with the guidance shared by the Government Equalities Office on how to calculate gender pay gap.</p> <p>Read our 2021 UK Gender Pay Gap Report.</p>

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406: Non-discrimination				
3-3	Management approach	SD: 77		
406-1	Incidents of discrimination and corrective actions taken	SD: 85		Reported for our supply chain.
407: Freedom of association and collective bargaining				
3-3	Management approach	SD: 61, 65, 67-70		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	SD: 68-70, 85		
408: Child labor				
3-3	Management approach	SD: 49-50, 66-67		
408-1	Operations and suppliers at significant risk for incidents of child labor	SD: 63-64, 85		
409: Forced or compulsory labor				
3-3	Management approach	SD: 63-64, 67, 79		See also our Modern Slavery Statement .

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409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	SD: 63-64, 67, 79, 85		See also our Modern Slavery Statement .
413: Local communities				
3-3	Management approach	SD: 61, 81		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.
413-1	Operations with local community engagement, impact assessments, and development programs	SD: 21, 78-79, 81		<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&M Group customers to various charitable causes.</p> <p>Strategic investments: Investments in strategic partnerships and donations aimed at creating shared value for us as a company, our customers and local communities.</p> <p>Customers: Contributions by H&M Group customers to charitable causes through, for example, rounding up at the cash register or other donations.</p>
413-2	Operations with significant actual and potential negative impacts on local communities	SD: 32-37, 43		Not considered material for our operations. These page references instead cover our approach to biodiversity & land use, water, and materials sourcing with respect to impacts on local communities.
414: Supplier social assessment				
3-3	Management approach	SD: 82-83		
414-1	New suppliers that were screened using social criteria	SD: 82, 84		

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414-2	Negative social impacts in the supply chain and actions taken	SD: 84-85		
415: Public policy				
3-3	Management approach	SD: 16		(Note, not a material topic.)
415-1	Political contributions	See note.		H&M Group does not provide direct financial contributions to individual politicians or political parties. (Note, not a material topic.)
416: Customer health and safety				
3-3	Management approach	See note.		All of our products are assessed for health and safety improvements, for example in regard to chemical safety. 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.
416-1	Assessment of the health and safety impacts of product and service categories	See note.		100% (see management approach above).
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	See note.		No products have been recalled by regulatory authorities in 2022.

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417: Marketing and labeling

3-3	Management approach	SD: 8		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.
417-1	Requirements for product and service information and labeling	See note.		See management approach above.
417-2	Incidents of non-compliance concerning product and service information and labeling	SD: 13		H&M Group has faced increased scrutiny over sustainability claims, and we welcome the positive shift towards clearer guidance and increased transparency, which can only be achieved through improved data collection and traceability. Our intention is, and will continue to be, to provide transparent impact data to customers and stakeholders to incentivise and drive positive change in the industry.
417-3	Incidents of non-compliance concerning marketing communications	SD: 13		H&M Group has faced increased scrutiny over sustainability claims, and we welcome the positive shift towards clearer guidance and increased transparency, which can only be achieved through improved data collection and traceability. Our intention is, and will continue to be, to provide transparent impact data to customers and stakeholders to incentivise and drive positive change in the industry.

418: Customer privacy

3-3	Management approach	See note.		<p>H&M Group is committed to protecting our customers' and employees' privacy. We have a dedicated data privacy team and mature systems to ensure compliance with the EU General Data Protection Regulation (GDPR). Read more here.</p> <p>(Note, not a material topic.)</p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See note.		<p>We had 8 substantiated complaints concerning breaches of customer privacy during 2022. All cases were handled with no further actions required from the supervising authorities.</p> <p>We recognise the growing importance of data privacy to our customers. Protecting personal data and privacy is of the greatest concern to H&M Group and we work with the relevant supervisory authority to resolve complaints.</p> <p>(Note, not a material topic.)</p>