

H&M Group

2019

UN Guiding
Principles Reporting
Framework index

Indicator	Pages in 2019 Sustainability Performance Report	Notes
Governance of respect for human rights		
Policy commitment		
A1 What does the company say publicly about its commitment to respect human rights?	61-62	
A1.1 How has the public commitment been developed?	61-62	<p>In December 2012, H&M group adopted its Human Rights Policy. This policy is based on the UNGPs as well as UDHRs - The international covenant on civil and political rights and The international covenant on economic, social and cultural rights as well as other international standards and guidelines.</p> <p>The policy is approved by H&M group's CEO and throughout its development stakeholders, both internal and external, were consulted and had the opportunity to give input to the content.</p> <p>In 2016, a policy review was initiated.</p>
A1.2 Whose human rights does the public commitment address?	See note	Please see our Human Rights Policy .
A1.3 How is the public commitment disseminated?	61-62	
Embedding respect		
A2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	61-62	See also our Human Rights Policy and salient human rights issues .
A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?	14	

Indicator	Pages in 2019 Sustainability Performance Report	Notes
A2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?	14, 61-62	
A2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	12-13, 61-62, 64-65	
A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?	61-62, 64-65, 77-80	
A2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	62, 68, 71, 80	

Defining the focus of reporting

B1 Statement of salient issues: State the salient human rights issues associated with the company's activities and business relationships during the reporting period.	61-62, 79	Please also see our salient human rights issues .
B2 Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.	61	Please also see our salient human rights issues .
B3 Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.		
B4 Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.		

Indicator	Pages in 2019 Sustainability Performance Report	Notes
Management of salient human rights issues		
Specific policies		
C1 Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	61-62, 76, 77	
C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?	61-62, 64-65, 77-80	
Stakeholder engagement		
C2 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	12-13	See also our stakeholder engagement overview .
C2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	12-13	See also our stakeholder engagement overview .
C2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	12-13	See also our stakeholder engagement overview .
C2.3 During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	13	See also our stakeholder engagement overview .

Indicator	Pages in 2019 Sustainability Performance Report	Notes
<h2>Assessing impacts</h2>		
C3 How does the company identify any changes in the nature of each salient human rights issue over time?	61-62	See also our salient human rights issues .
C3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	61-62, 76, 79	See also our salient human rights issues .
C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	61-62	See also our salient human rights issues .
<h2>Integrating findings and taking action</h2>		
C4 How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	12-14	See also our salient human rights issues .
C4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	14	See also our salient human rights issues .
C4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	14, 78-79	See also our salient human rights issues .
C4.3 During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	61-62, 68-69, 76, 78-79	See also our Modern Slavery Statement and salient human rights issues .

Indicator	Pages in 2019 Sustainability Performance Report	Notes
<h2>Tracking performance</h2>		
C5 How does the company know if its efforts to address each salient human rights issue are effective in practice?	61-62	See also our Human Rights Policy and salient human rights issues .
C5.1 What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	61-62, 68-69	
<h2>Remediation</h2>		
C6 How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	61-62, 78	
C6.1 Through what means can the company receive complaints or concerns related to each salient issue?	64-65, 67-70	See also our Global Grievance Policy .
C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?	64-65, 67-69	See also our Global Grievance Policy .
C6.3 How does the company process complaints and assess the effectiveness of outcomes?	67-69, 78	See also our Global Grievance Policy .
C6.4 During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	61-62, 68-69, 76, 79	
C6.5 During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	61-62, 68-69, 76, 79	