

H&M Group

UN Guiding Principles Index 2023

INDICATOR	PAGES IN SUSTAINABILITY DISCLOSURE 2023 (SD) OR ANNUAL AND SUSTAINABILITY REPORT 2023 (ASR)	NOTES
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Governance of respect for human rights

Policy commitment

A1 What does the company say publicly about its commitment to respect human rights?	SD: 7-8, 36-38, 54-55, 59-61, 75, 80	See also our Human Rights Policy and Salient Human Rights Issues .
A1.1 How has the public commitment been developed?	SD: 54-55	<p>In December 2012, H&M Group adopted its Human Rights Policy. This policy is based on the UNGPs, the Universal Declaration of Human Rights (including the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights) and 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 into the content.</p> <p>In 2020, H&M Group finalised its revised Human Rights Policy, following a policy review initiated in 2016.</p>
A1.2 Whose human rights does the public commitment address?	SD: 54-55, 76	See also our Human Rights Policy and Salient Human Rights Issues .
A1.3 How is the public commitment disseminated?	SD: 54-56, 58, 60-61, 63, 78-80	See also our Sustainability Commitment and Salient Human Rights Issues .

Embedding respect

A2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	SD: 54-55	See also our Human Rights Policy , Salient Human Rights Issues and Sustainability Commitment .
A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?	ASR: 52-54	See also our Human Rights Policy .
A2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?	ASR: 53-54, 56-62, 66-74 SD: 60-61	See our Human Rights Policy , Modern Slavery Statement and Salient Human Rights Issues .

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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?	ASR: 52-54, 84-86 SD: 54-58, 76-77	See also our Human Rights Policy and Modern Slavery Statement .
A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?	ASR: 52-54, 66, 71, 84-86 SD: 54-55, 78-84	See also our Human Rights Policy , Modern Slavery Statement and Salient Human Rights Issues .
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?	SD: 55, 66, 84	See also our Human Rights Policy , Modern Slavery Statement and Salient Human Rights Issues .

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.	SD: 54-55	See also our Salient Human Rights Issues .
B2 Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.	SD: 54-55, 76-77	See also 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.	See note.	Our human rights due diligence is risk-based and applies across our operations, supply chains and communities. We regularly review our actual or potential human rights risk and focus on priority risks: see our Salient Human Rights Issues .
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.	SD: 54-55	H&M Group’s salient issues remained the same in 2023, although we are working towards an increasingly granular view through applied risk analysis across geographies and different parts of our value chain. The trend of political instability could lead to challenges to uphold human rights, calling for special consideration in due diligence. During the year, the war in Ukraine affected our operations in Ukraine. We continue to closely monitor the developments in the country and engage with local stakeholders regarding how best to support the country and local communities as they look to rebuild.

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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?	SD: 36-38, 54-55, 75	See also our Code of Ethics , Sustainability Commitment , Responsible Marketing , Modern Slavery Statement , and Human Rights Policy .
C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?	ASR: 52-54, 71 SD: 54-55, 63, 78-80	

Stakeholder engagement

C2 What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	ASR: 43, 66-70, 84 SD: 54-66, 72-73, 76-84	See also our Stakeholder Engagement Overview and Modern Slavery Statement .
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?	ASR: 43, 66-70, 84 SD: 54-55, 76-77	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?	ASR: 43, 66-70, 84 SD: 54-66, 72-73, 76-84	See also our Stakeholder Engagement Overview and Modern Slavery Statement .
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?	SD: 54-66, 72-73, 76-84	See also our Stakeholder Engagement Overview and Modern Slavery Statement .

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Assessing impacts		
C3 How does the company identify any changes in the nature of each salient human rights issue over time?	ASR: 66, 73-74 SD: 54-55	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?	SD: 54-73, 78-84	See also our Salient Human Rights Issues and Modern Slavery Statement .
C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	ASR: 84-86 SD: 61, 82	See also our Salient Human Rights Issues and Modern Slavery Statement .
Integrating findings and taking action		
C4 How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	ASR: 66 SD: 54-55, 80	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?	ASR: 65-66 SD: 54-55, 80	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?	ASR: 66, 84 SD: 54-55	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?	ASR: 81-88 SD: 54-73, 78-84	See also our Modern Slavery Statement and Salient Human Rights Issues .

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Tracking performance

C5 How does the company know if its efforts to address each salient human rights issue are effective in practice?	ASR: 80-88 SD: 54-73, 78-84	See also our Modern Slavery Statement .
C5.1 What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	ASR: 81-88 SD: 54-73, 78-84	See also our Modern Slavery Statement .

Remediation

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?	ASR: 66, 86-87 SD: 54-66, 78-84	
C6.1 Through what means can the company receive complaints or concerns related to each salient issue?	ASR: 66, 86-87 SD: 54-66, 78-84	See also our Social Policies .
C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?	ASR: 66, 86-87 SD: 58, 64-66	See also our Social Policies .
C6.3 How does the company process complaints and assess the effectiveness of outcomes?	ASR: 66, 86-87 SD: 54-66, 78-84	See also our Social Policies .
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?	ASR: 84-88 SD: 61	
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?	ASR: 66, 84-88 SD: 61, 82	