

G3.1 Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
1.1	Statement from the most senior decision-maker of the organization.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 3-5		
1.2	Description of key impacts, risks, and opportunities.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 3-15		

2. Organizational Profile

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
2.1	Name of the organization.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
2.2	Primary brands, products, and/or services.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 15		
2.4	Location of organization's headquarters.	Full coverage	hm.com/annualreport		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Full coverage	hm.com/annualreport		
2.6	Nature of ownership and legal form.	Full coverage	hm.com/annualreport		

2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Full coverage	hm.com/annualreport		
2.8	Scale of the reporting organization.	Full coverage	hm.com/annualreport		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Full coverage	hm.com/annualreport		
2.10	Awards received in the reporting period.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 14		
			hm.com/annualreport		

3. Report Parameters

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.2	Date of most recent previous report (if any).	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.3	Reporting cycle (annual, biennial, etc.)	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.4	Contact point for questions regarding the report or its contents.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 93		
3.5	Process for defining report content.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		

3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		

3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Full coverage			No re-statements of information provided in earlier reports.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 90		
3.12	Table identifying the location of the Standard Disclosures in the report.	Full coverage			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 91-92		

4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Full coverage	hm.com/annualreport		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Full coverage	hm.com/annualreport		

4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Full coverage	hm.com/annualreport		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Full coverage	hm.com/annualreport		
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Full coverage	hm.com/annualreport		
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Full coverage	hm.com/annualreport		
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Full coverage	hm.com/annualreport		

4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Full coverage	hm.com/annualreport		
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Full coverage	hm.com/annualreport		
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Full coverage	hm.com/annualreport		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Full coverage	Sustainability vision & policy		

4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Full coverage	hm.com/memberships		
4.13	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.	Full coverage	hm.com/memberships		
4.14	List of stakeholder groups engaged by the organization.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 14		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 14		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Full coverage	hm.com/stakeholderdialogue		
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Full coverage	hm.com/stakeholderdialogue		

STANDARD DISCLOSURES PART II: Disclosures on Management Approach

G3.1 DMAs	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
DMA EC Disclosure on Management Approach EC					
Aspects	Economic performance, Market presence, Indirect economic impacts	Full coverage	CONSCIOUS ACTIONS Sustainability report 2012 page 81-89 hm.com/annualreport		
DMA EN Disclosure on Management Approach EN					
Aspects	Materials, Energy, Water, Biodiversity, Emissions, effluents, waste, products, services, compliance, transport and overall.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 Sustainability vision & policy		
DMA LA Disclosure on Management Approach LA					
Aspects	Employment, Labor/management relations, Occupational health and safety, Training and education, Diversity and equal opportunity, Equal remuneration for women and men	Full coverage	hm.com/policies		
DMA HR Disclosure on Management Approach HR					
Aspects	Investment and procurement practices, Non-discrimination, Freedom of association and collective bargaining, Child labor, Prevention of forced and compulsory labor, Assessment, Remediation	Full coverage	hm.com/policies		
DMA SO Disclosure on Management Approach SO					

Aspects	Local communities, Corruption, Public policy, Anti-competitive behavior, Compliance	Full coverage	hm.com/policies		
DMA PR	Disclosure on Management Approach PR				
Aspects	Customer health and safety, Product and service labelling, Marketing communications, Customer privacy	Full coverage	hm.com/policies		
DMA AF	Disclosure on Management Approach AF (Sector Supplement)				
Aspects	AF1 Code of conduct content and coverage.	Full coverage	hm.com/codeofconduct		
	AF2 Parties and personnel engaged in code of conduct compliance function.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 15		
	AF3 Compliance audit process.	Full coverage	hm.com/monitoring		
	AF4 Policy and procedures for receiving, investigating, and responding to grievances and complaints.	Full coverage	hm.com/policies		
			hm.com/employeeerelations		
			hm.com/monitoring		
	AF5 Strategy and scope of efforts to strengthen capacity of management, workers and other staff to improve in social and environmental performance	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 27-46		
			hm.com/responsiblepartners		
	AF6 Policies for supplier selection, management, and termination.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 31		

AF 7 Number and location of workplaces covered by code of conduct.	Full coverage	hm.com/codeofconduct		All workplaces are covered.
AF 8 Number of audits conducted and percentage of workplaces audited.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 32, 33		
AF 9 Incidents of non-compliance with legal requirements or collective bargaining agreements on wages.	Full coverage	hm.com/monitoring		
AF10 Incidents of non-compliance with overtime standards.	Full coverage	hm.com/monitoring		
AF11 Incidents of non-compliance with standards on pregnancy and maternity rights.	Full coverage	hm.com/monitoring		
AF12 Incidents of the use of child labor.	Full coverage	hm.com/monitoring		
AF13 Incidents of noncompliance with standards on gender discrimination.	Full coverage	hm.com/monitoring		
AF14 Incidents of non-compliance with code of conduct.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 33		Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2012 page 91-92.

	AF15 Analysis of data from code compliance audits.	Full coverage	hm.com/monitoring		
	AF16 Remediation practices to address non-compliance findings.	Full coverage	hm.com/monitoring		
	AF17 Actions to identify and mitigate business practices that affect code compliance.	Full coverage	hm.com/responsiblepurchasing		

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Indicator	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
Economic performance					
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 82		
			hm.com/annualreport		
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Full coverage	hm.com/annualreport	Principle 7	
			CONSCIOUS ACTIONS Sustainability Report 2012 page 57-65		
EC3	Coverage of the organization's defined benefit plan obligations.	Full coverage	hm.com/annualreport		

EC4	Significant financial assistance received from government.	Not reported			No significant financial assistance received from governments has been reported.
Market presence					
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not reported			Due to the wide spread of our business with more than 2,800 stores globally, related data is currently not available on Group level. However, we consider this information as material in also regard to our supply chain and disclose related information at CONSCIOUS ACTIONS Sustainability Report 2012 page 40.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not reported			
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not reported			
Indirect economic impacts					

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 81-89		
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 pages 7-8, 11- 12, 27, 81		
Environmental					
Indicator	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
Materials					
EN1	Materials used by weight or volume.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 17	Principle 8	As requested by many of our stakeholders and for comparability reasons we report our use of more sustainable cotton in per cent and not by weight or volume. Please find an independent assurance statement related to this indicator (cotton) at CONSCIOUS ACTIONS Sustainability Report 2012 page 91-92.
EN2	Percentage of materials used that are recycled input materials.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 21	Principle 8, 9	

AF20	List of environmentally preferable materials used in apparel and footwear products.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 21	Principle 8, 9	
Energy					
EN3	Direct energy consumption by primary energy source.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 61	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2012 page 91-92.
EN4	Indirect energy consumption by primary source.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 61	Principle 8	
AF21	Amount of energy consumed and percentage of the energy that is from renewable sources.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 61-62	Principle 8, 9	
EN5	Energy saved due to conservation and efficiency improvements.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 61	Principle 8, 9	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 24	Principle 8, 9	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 60, 64	Principle 8, 9	
Water					

EN8	Total water withdrawal by source.	Partially reported	CONSCIOUS ACTIONS Sustainability report 2012 page 74	Principle 8	
EN9	Water sources significantly affected by withdrawal of water.	Not reported		Principle 8	Highly relevant information on this topic is presented in the CONSCIOUS ACTIONS Sustainability report 2012 at page 73, 75 and 76
EN10	Percentage and total volume of water recycled and reused.	Not reported		Principle 8	
Biodiversity					
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not reported		Principle 8	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not reported		Principle 8	Our operations are usually located in central urban areas and therefore biodiversity impacts are considered as low.
EN13	Habitats protected or restored.	Not reported		Principle 8	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not reported		Principle 8	

EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not reported		Principle 8	
Emissions, effluents and waste					
EN16	Total direct and indirect greenhouse gas emissions by weight.	Full coverage	CONSCIOUS ACTIONS Sustainability report 2012 page 60	Principle 8	Please find an independent assurance statement related to this indicator at CONSCIOUS ACTIONS Sustainability Report 2012 page 91-92.
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not reported			
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 60-64	Principles 7,8, 9	
EN19	Emissions of ozone-depleting substances by weight.	Not reported			Not applicable
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not reported			Applicable for transport providers. Information on our work to choose and promote environmentally conscious transport can be found at CONSCIOUS ACTIONS Sustainability report 2012 page 63.

EN21	Total water discharge by quality and destination.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 76-78	Principle 8	Key data for our supply chain is presented at pages 76-78
EN22	Total weight of waste by type and disposal method.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 69	Principle 8	
EN23	Total number and volume of significant spills.	Not reported			Not applicable
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not reported			Not applicable
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not reported			Only relevant for our supply chain

Products and services

EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 11-13, 16-22, 57-64, 65-69, 71-80	Principles 7,8, 9	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported			

Compliance

EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Full coverage			No significant fines or non-monetary sanctions recorded during the reporting period.
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Transport

EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 60, 63	Principle 8	
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Overall

EN30	Total environmental protection expenditures and investments by type.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 88	Principles 8, 9	
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Social: Labor Practices and Decent Work

Indicator	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
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	Include the use of foreign migrant workers	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 33		
			hm.com/codeofconduct		

Employment

AF22	Policy and practices regarding the use of employees with non-permanent and non-fulltime status.	Full coverage	For internal operations: hm.com/policies		
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			For suppliers: hm.com/codeofconduct		
AF23	Policy regarding the use of home working.	Full coverage	hm.com/policies		
AF24	Policy on the use and selection of labor brokers, including adherence to relevant ILO Conventions.	Full coverage	hm.com/codeofconduct		
AF25	Policy and practices on wage deductions that are not mandated by law.**	Partially reported	hm.com/codeofconduct		
AF26	Policy on working hours, including definition of overtime, and actions to prevent excessive and forced overtime.	Partially reported	hm.com/codeofconduct		
AF27	Policy and actions to protect the pregnancy and maternity rights of women workers.**	Partially reported	hm.com/codeofconduct		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 52		

LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not reported			We monitor employee turnover in all our markets, but do not disclose data due to competitive reasons.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not reported			As various local regulations and standards apply we do not aggregate data on Group level.
AF28	Percentage of foreign migrant workers as a portion of total workforce, broken down by region.	Not reported			We monitor the compliance with applicable regulations for foreign migrant workers in supplier factories.
LA15	Return to work and retention rates after parental leave, by gender.	Not reported			As various local regulations and standards apply we do not aggregate data on Group level.
Labor/management relations					
LA4	Percentage of employees covered by collective bargaining agreements.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 53	Principles 1,3	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not reported			As various local regulations and standards apply we do not aggregate data on Group level.

AF29	Percentage of workplaces where there is one or more independent trade union(s), broken down by: - Workplaces with a collective bargaining agreement - Workplaces without a collective bargaining agreement Also provide information broken down by country.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 53	Principle 3	
AF30	Percentage of workplaces where, in the absence of a trade union, there are worker-management committees, broken down by country.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 41	Principle 3	
			hm.com/suppliercompliance		
Occupational health and safety					
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not reported			
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 55	Principle 1	We monitor related information locally, but do not provide globally aggregated data.

AF31	Initiatives and programs to respond to, reduce, and prevent the occurrence of musculoskeletal disorders.	Not reported			
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not reported			Reported for our supply chain in CONSCIOUS ACTIONS Sustainability report 2012 Page 55 and 87 and http://about.hm.com/content/hm/AboutSection/en/About/Sustainability/Reporting-and-Resources/Case-Studies/bangladeshplan.html
LA9	Health and safety topics covered in formal agreements with trade unions.	Full coverage	Global framework agreement with UNI Global Union	Principle 1	
Training and education					
LA10	Average hours of training per year per employee by gender, and by employee category.	Not reported			Relevant coverage of the issue to be found at CONSCIOUS ACTIONS Sustainability report 2012 Pages 25,26 and 54

LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 54, 55		
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Full coverage	hm.com/training		
Diversity and equal opportunity					
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 52	Principles 1, 6	
Equal remuneration for women and men					

LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not reported			The ratio of basic salary of men to women is continuously monitored in each of our country organisations. Due to comparability issues, H&M is currently unable to present accurate aggregated figures. We are working to improve the data collection process and aim to report most accurate figures in 2013.
AF32	Actions to address gender discrimination and to provide opportunities for the	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 52	Principles 1,6	
Social: Human Rights					
Indicator	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	Note
Investment and procurement practices					
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.	Full coverage		Principles 1,2,3,4,5,6	100%. All significant agreements are sourcing of goods agreements.

HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Full coverage		Principles 1,2,3,4,5,6	100% of commercial good suppliers throughout their partnership. 96% of commercial goods supplier factories are audited before placing any order.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not reported		Principles 1,2,3,4,5,6	HR policy is part of induction training, which is mandatory for all employees.
Non-discrimination					
HR4	Total number of incidents of discrimination and corrective actions taken.	Not reported		Principles 1,2,6	
Freedom of association and collective bargaining					
HR5	Operations and significant 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.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 pages 38, 41	Principles 1,2,3	
Child labor					
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 33, 46	Principles 1,2,5	Child labour is no major risk in our own operations and uncommon among our 1st tier suppliers. It remains a major challenge in cotton cultivation.

			A clear stand against child labour		
Prevention of forced and compulsory labor					
HR7	Operations and significant 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.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 pages 31, 33	Principles 1,3,4	
Security practices					
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not reported			Not applicable
Indigenous rights					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not reported			Not applicable
Assessment					
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 51	Principles 1,2,3,4,5,6	We have conducted one impact assessment on one upcoming new production market.
Remediation					

HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 50	Principles 1,2,3,4,5,6	Our whistle blowing system has not explicitly been designed to cover human rights violations. Nevertheless, no grievances related to human rights have been filed.
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Social: Society

Indicator	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	To be reported in
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Local communities

SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 Commitment 7, pages 81-89		The percentage is not stated, however all activities and the locations of these are.
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AF33	Priorities in community investment strategy.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 81		
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AF34	Amount of investment in worker communities broken down by location.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 pages 81,82,85,86,88,89		
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SO9	Operations with significant	Not			Not applicable for our
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SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not reported			Not applicable for our own operations
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Corruption

SO2	Percentage and total number of business units analyzed for risks related to corruption.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 50	Principle 10	100%. List of business units in annual report part 2 (www.hm.com/annualreport)
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 50	Principle 10	
SO4	Actions taken in response to incidents of corruption.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 50	Principle 10	
Public policy					
SO5	Public policy positions and participation in public policy development and lobbying.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 pages 10, 46	Principles 1,2,3,4,5,6,7,8,9,10	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Full coverage		Principle 10	No financial or in-kind contributions to political parties, politicians or related institutions reported.
Anti-competitive behavior					
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Full coverage			Zero
Compliance					
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Full coverage			Zero
Social: Product Responsibility					
Indicator	Disclosure	Level of reporting	Location of disclosure	UNGC Principle(s)	To be reported in
Customer health and safety					

PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 79	Principle 1	Relevant lifecycle stages are fabric processing and garment production. 100% of significant products are covered by and assessed for compliance with health and safety impacts.
			hm.com/quality		
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Full coverage	https://www.hm.com/us/customer-service/recalled-items	Principle 1	We had one product recall in 2012.
Product and service labelling					
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Full coverage		Principle 8	100% of our products. (includes country of origin, composition labelling and where needed safety standards)
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Full coverage		Principle 8	Zero incidents

PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 pages 14,56		
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Marketing communications

PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Partially reported	CONSCIOUS ACTIONS Sustainability Report 2012 page 56		
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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.	Full coverage	CONSCIOUS ACTIONS Sustainability Report 2012 page 56		One incident of non-compliance with Consolidated ICC Code of Advertising and Marketing Communication Practice according to the Swedish Advertising Ombudsman (http://www.reklamombudsmannen.org/).
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Customer privacy

PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Full coverage		Principle 1	Zero substantiated complaints regarding breaches of customer privacy and losses of customer data reported.
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Compliance

PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Full coverage			No significant fines for non-compliance with laws and regulations concerning the provision and use of products and services reported.
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