


# GRI CONTENT INDEX AND APPLICATION LEVEL




## BACKGROUND TO THE GRI SUSTAINABILITY REPORTING GUIDELINES

This index is organized using the G3 (3rd Generation) Global Reporting Initiative (GRI) Guidelines. The Apparel and Footwear Sector Supplement Indicators, in pilot form, have also been considered. **The United Nations Global Compact (UNGC)** Principles are referenced below. The disclosure level against the G3 framework is B (self-declared).




To view the H&M Conscious Actions Sustainability Report 2011, please visit:











 [hm.com/consciousactions2011](http://hm.com/consciousactions2011)

Highlighted in grey: Apparel and Footwear Sector Specific Disclosure on Management Approach (Apparel and Footwear Sector Supplement Pilot).




OUTCOME:  Full coverage  
 Partial coverage  
 No Coverage




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-  Full coverage
-  Partial coverage
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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
<b>1. STRATEGY AND ANALYSIS</b>					
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy.		A message from our CEO, p1-3		
1.2	Description of key impacts, risks, and opportunities.		A message from our CEO, p1-3; Our value chain and its challenges, p6-7		
Commentary on 1.2	Description of key impacts, risks and opportunities: Where applicable, this should include an assessment of supply chain performance		A message from our CEO, p1-3; Our value chain and its challenges, p6-7		
<b>2. ORGANIZATIONAL PROFILE</b>					
2.1	Name of the organization		A message from our CEO, p1-3; How we report, p11-12		
2.2	Primary brands, products, and/or services.		How we report, p11-12		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		<a href="http://hm.com/annualreport">hm.com/annualreport</a>		
2.4	Location of organization's headquarters.		<a href="http://hm.com/annualreport">hm.com/annualreport</a>		
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.		A message from our CEO, p1-3; <a href="http://hm.com/annualreport">hm.com/annualreport</a>		
2.6	Nature of ownership and legal form.		<a href="http://hm.com/annualreport">hm.com/annualreport</a>		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		<a href="http://hm.com/annualreport">hm.com/annualreport</a>		

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2.8	Scale of the reporting organization, including: <ul style="list-style-type: none"> <li>• Number of employees;</li> <li>• Net sales (for private sector organizations) or net revenues (for public sector organizations);</li> <li>• Total capitalization broken down in terms of debt and equity (for private sector organizations); and</li> <li>• Quantity of products or services provided.</li> </ul>		A message from our CEO, p1-3; <a href="https://hm.com/annualreport">hm.com/annualreport</a>		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.		A message from our CEO, p1-3;		
2.10	Awards received in the reporting period.		<a href="https://hm.com/whatotherssay">hm.com/whatotherssay</a>		

## 3. REPORT PARAMETERS




	REPORT PROFILE				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		How we report, p11-12		
3.2	Date of most recent previous report (if any).		How we report, p11-12		
3.3	Reporting cycle (annual, biennial, etc.)		How we report, p11-12		
3.4	Contact point for questions regarding the report or its contents.		How we report, p11-12		
	REPORT SCOPE AND BOUNDARY				
3.5	Process for defining report content <ul style="list-style-type: none"> <li>• Determining materiality;</li> <li>• Prioritising topics within the report; and</li> <li>• Identifying stakeholders the organization expects to use the report.</li> </ul>		Our strategy, p5; Engaging with our stakeholders p8-9; Management and Governance, p10		










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3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		How we report p11-12		We report on all operations concerning H & M Hennes & Mauritz AB, including all its subsidiaries. Currently, no joint ventures exist. Due to the high interest in related information from our stakeholders, data from our first tier suppliers is included, additional second tier supplier data where applicable.
3.7	State any specific limitations on the scope or boundary of the report.		How we report p11-12		
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.		How we report p11-12		
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.		How we report p11-12		
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).		How we report, p11-12		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		How we report, p11-12		
	GRI CONTENT INDEX				
3.12	Table identifying the location of the Standard Disclosures in the report.				
	ASSURANCE				
3.13	Policy and current practice with regard to seeking external assurance for the report.		How we report, p11-12		










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<b>4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT</b>					
	<b>GOVERNANCE</b>				
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.		Management and Governance, p10; About Corporate Governance		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).		About Corporate Governance		
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non/executive members.		About Corporate Governance		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		About Corporate Governance		
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).		About Corporate Governance		
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		About Corporate Governance		
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.		About Corporate Governance		
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.		A message from our CEO, p1-3; Management and Governance, p10; <a href="http://hm.com/policies">hm.com/policies</a>		
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.		Management and Governance, p10; About Corporate Governance		








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4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		About Corporate Governance		
	COMMITMENTS TO EXTERNAL INITIATIVES				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.		Sustainability Policy		
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		Throughout the report; <a href="http://hm.com/memberships">hm.com/memberships</a>		
4.13	Memberships in associations (such as industry associations) and/or national/ international advocacy organizations.		<a href="http://hm.com/memberships">hm.com/memberships</a>		
4.14	List of stakeholder groups engaged by the organization.		Engaging with our stakeholders, p8-9		
4.15	Basis for identification and selection of stakeholders with whom to engage.		Engaging with our stakeholders, p8-9		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		Engaging with our stakeholders, p8-9		
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.		Our value chain and its challenges, p6-7; Engaging with our stakeholders, p8-9; How we report, p11-12; throughout the report		
5. MANAGEMENT APPROACH AND PERFORMANCE INDICATORS Supply Chain Standards and Practices Section					
DMA	Management Approach Disclosures		Choose and reward responsible partners, p27-36; Sustainability Policy		









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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
	ASPECT: CODE OF CONDUCT				
AF1	Code of conduct content and coverage. **		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a>		
	ASPECT: AUDIT PROCESS				
AF2	Parties and personnel engaged in code of conduct compliance function.**		Management and Governance, p10; Choose and reward responsible partners, p28, p32		
AF3	Compliance audit process.**		Choose and reward responsible partners, p28-29; Our supply chain at a glance, p44-46		
	ASPECT: GRIEVANCE PROCEDURES				
AF4	Policy and procedures for receiving, investigating, and responding to grievances and complaints.**		Choose and reward responsible partners, p27-34		
	ASPECT: CAPACITY BUILDING				
AF5	Strategy and scope of efforts to strengthen capacity of management, workers and other staff to improve in social and environmental performance.**		Choose and reward responsible partners, p33-36		
	ASPECT: BUSINESS INTEGRATION				
AF6	Policies for supplier selection, management, and termination.**		Choose and reward responsible partners, 28-29		
	ASPECT: CODE OF CONDUCT				
AF7	Number and location of workplaces covered by code of conduct.**		Choose and reward responsible partners, p28; Our supply chain data at a glance, p44-46; <a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a>		




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	ASPECT: AUDIT PROCESS				
AF8	Number of audits conducted and percentage of workplaces audited.**		Choose and reward responsible partners, p28-29; Our supply chain data at a glance, p44-47		
	ASPECT: NON-COMPLIANCE FINDINGS				
AF9	Incidents of non-compliance with legal requirements or collective bargaining agreements on wages.**		Choose and reward responsible partners, p33; Our supply chain data at a glance, p44-47		
AF10	Incidents of non-compliance with overtime standards.**		Choose and reward responsible partners; Our supply chain data at a glance, p44-47		
AF11	Incidents of non-compliance with standards on pregnancy and maternity rights.**		Choose and reward responsible partners; Our supply chain data at a glance, p44-47		
AF12	Incidents of the use of child labor.**		Choose and reward responsible partners; Our supply chain data at a glance, p44-47		
AF13	Incidents of non-compliance with standards on gender discrimination.**		Choose and reward responsible partners; Our supply chain data at a glance, p44-47		
AF14	Incidents of non-compliance with code of conduct.**		Choose and reward responsible partners; Our supply chain data at a glance, p44-47		
AF15	Analysis of data from code compliance audits.**		Choose and reward responsible partners; Our supply chain data at a glance, p44-47		









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	ASPECT: REMEDIATION				
AF16	Remediation practices to address non-compliance findings.**		Choose and reward responsible partners, p30, p34-36; Our supply chain data at a glance, p44-47		
	ASPECT: BUSINESS INTEGRATION				
AF17	Actions to identify and mitigate business practices that affect code Compliance.**		Choose and reward responsible partners, p30, p34-36; Our supply chain data at a glance, p44-47		

## ECONOMIC PERFORMANCE INDICATORS




	ASPECT: ECONOMIC PERFORMANCE				
DMA	Management Approach Disclosures		A message from our CEO, p1-3; Annual Report		
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.		Annual Report		
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.		Our value chain and its challenges, p6-7; Be climate smart, p58; Annual Report	 Principle 7	
EC3	Coverage of the organization's defined benefit plan obligations.		Annual Report		
EC4	Significant financial assistance received from government.				None known












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	ASPECT: MARKET PRESENCE				
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. (Additional indicator)				Due to the wide spread of our business, with more than 2,500 stores globally, related data is currently not available at Group level. However, we consider this information as material to our supply chain and intend disclosure in the future.
EC6	Policy, practices, and proportion of spending on locally/based suppliers at significant locations of operation.				Due to the wide spread of our business, with more than 2,500 stores globally, related data is currently not available at Group level.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.				Due to the wide spread of our business, with more than 2,500 stores globally, related data is currently not available at Group level.
	ASPECT: INDIRECT ECONOMIC IMPACTS CORE				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind, or pro bono engagement.		A message from our CEO, p1-3; Strengthening communities, p80; Community investments table		
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts. (Additional indicator)		A message from our CEO, p1-3; Our value chain and its challenges, p6-7		
ENVIRONMENTAL PERFORMANCE INDICATORS					
DMA	Management Approach disclosures		Sustainability Policy		



















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	ASPECT: MATERIALS				
AF18	Programs to replace organic-based adhesives and primers with water-based adhesives and primers.		Provide fashion for conscious consumers, p24		
AF19	Practices to source safer alternative substances to those on the restricted substances list, including description of associated management systems.		Provide fashion for conscious consumers, p18; Use natural resources responsibly, p73		
EN1	Materials used by weight or volume.		Provide fashion for conscious consumers, p18-19; Use natural resources responsibly, p73	• Principle 8	We disclose the total use of organic cotton and recycled materials. We do not disclose total material volumes due to competitive reasons.
Commentary on EN1	Materials used by weight or volume: – Including use of pumice, stones and sand under Compilation 2.1 on “Associated process materials”. – Reporting on pumice, stones, and sand by weight under Compilation 2.3.				The indicator is not applicable as to our knowledge no such materials are used in our operations.
EN2	Percentage of materials used that are recycled input materials.		Provide fashion for conscious consumers, p21; Use natural resources responsibly, p66, p68	 Principle 8, 9	We disclose the total use of recycled materials as well as the content of recycled material for each product concerned as part of our consumer labelling.
AF20	List of environmentally preferable materials used in apparel and footwear products.		Provide fashion for conscious consumers, p18-21; Use natural resources responsibly, p66, p68		
	ASPECT: ENERGY				
EN3	Direct energy consumption by primary energy source.		Be climate smart, p59-64	 Principle 8	
EN4	Indirect energy consumption by primary source.		Be climate smart, p59-64	 Principle 8	















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AF21	Amount of energy consumed and percentage of the energy that is from renewable sources.		Be climate smart, p59-64	 Principle 8, 9	
EN5	Energy saved due to conservation and efficiency improvements. (Additional indicator)		Be climate smart, p62	 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. (Additional indicator)		Be climate smart p63, Provide fashion for conscious customers, p22.	 Principle 8, 9	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved. (Additional indicator)		Be climate smart, p62	 Principle 8, 9	
	ASPECT: WATER				
EN8	Total water withdrawal by source.		Use natural resources responsibly, p76	 Principle 8	Supplier water usage per kg of products
EN9	Water sources significantly affected by withdrawal of water. (Additional indicator)		Use natural resources responsibly, p76-77	 Principle 8	
EN10	Percentage and total volume of water recycled and reused. (Additional indicator)		Use natural resources responsibly, p76	 Principle 8	
	ASPECT: 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.				In most cases, we lease locations in urban locations. Accordingly, we do not consider reporting on this indicator as material.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		Our value chain and its challenges p6-7; Provide fashion for conscious consumers, p19; Use natural resources responsibly, p73	 Principle 8	
EN13	Habitats protected or restored. (Additional indicator)				









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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity. (Additional indicator)		Our value chain and its challenges, p6-7; Provide fashion for conscious consumers, p19; Use natural resources responsibly, p73	 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. (Additional indicator)				
	ASPECT: EMISSIONS, EFFLUENTS, AND WASTE				
EN16	Total direct and indirect greenhouse gas emissions by weight.		Be climate smart, p60	 Principle 8	
EN17	Other relevant indirect greenhouse gas emissions by weight.		Be climate smart, p60	 Principle 8	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional indicator)		Be climate smart, p59	 Principle 7, 8, 9	
EN19	Emissions of ozone-depleting substances by weight.				As our operations are not known to emit ozone-depleting substances, we consider this indicator as not applicable.
EN20	NOx, SOx, and other significant air emissions by type and weight.		Be climate smart, p59		
EN21	Total water discharge by quality and destination.		Use natural resources responsibly, p76-77	 Principle 8	Supplier waste water quality
Commentary on EN21	Total water discharge by quality and destination: For Footwear: Reporting on total chromium discharges under Compilation 2.3 For Apparel: Reporting on the discharge of antimony, arsenic, cadmium, chromium, cobalt, copper, cyanide, lead, mercury, nickel, and zinc under Compilation 2.3. To be following the appropriate International Organization for Standardization (ISO) analytical method or its equivalent.		Use natural resources responsibly, p76-77		








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EN22	Total weight of waste by type and disposal method.				As various local standards for waste handling apply, we are not currently aggregating data at Group level.
Commentary on EN22	Total weight of waste by type and disposal method: Report on pumice, stones and sand under Compilation 2.1.				s.a.
EN23	Total number and volume of significant spills.				
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. (Additional indicator).				
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. (Additional indicator).				
	ASPECT: PRODUCTS AND SERVICES				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.		Provide fashion for conscious customers, p18-24	 Principle 7, 8, 9	
Commentary on EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation: In addition to Compilation 2.2, report on specific programs to reduce environmental impact of products, including but not limited to manufacturing, product use, and packaging use at the design and conceptualization stages. Report also on the use of recycled materials and the recyclability of products and packaging. Report quantitatively where possible.		A message from our CEO, p1-3; Provide fashion for conscious customers, p18; Be climate smart, p58; Reduce, reuse, recycle, p66; Use natural resources responsibly, p71		









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EN27	Percentage of products sold and their packaging materials that are reclaimed by category.				We aim to limit all unnecessary product packaging. Due to the wide spread of our business operations and various applicable local standards, we are currently not able to disclose aggregated data at a Group level, but we intend to report on further material data in the future.
	ASPECT: COMPLIANCE				
EN28	Monetary value of significant fines and total number of non/monetary sanctions for non/compliance with environmental laws and regulations.				None known.
	ASPECT: 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. (Additional indicator)		Be climate smart, p63-64	 Principle 8	
	ASPECT: OVERALL				
EN30	Total environmental protection expenditures and investments by type. (Additional indicator)		A message from our CEO, p1-3; Provide fashion for conscious customers, p18; Be climate smart, p58; Reduce, reuse, recycle, p66; Use natural resources responsibly, p71	 Principle 8, 9	
LABOR PRACTICES AND DECENT WORK PERFORMANCE INDICATORS					
DMA	Management Approach disclosures		Engaging with our stakeholders, p8-9; Be ethical, p49-52		




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	Include the use of foreign migrant workers		<a href="https://hm.com/codeofconduct">hm.com/codeofconduct</a>		Relevant to our supply chain.
	ASPECT: EMPLOYMENT				
AF22	Policy and practices regarding the use of employees with non-permanent and non-fulltime status.**		<a href="https://hm.com/fairpartner">hm.com/fairpartner</a>		
AF23	Policy regarding the use of home working.**		<a href="https://hm.com/policies">hm.com/policies</a>		Relevant to our supply chain only.
AF24	Policy on the use and selection of labor brokers, including adherence to relevant ILO Conventions.**		<a href="https://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners, p43		
	ASPECT: WAGES AND HOURS				
AF25	Policy and practices on wage deductions that are not mandated by law.**		<a href="https://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners		
AF26	Policy on working hours, including definition of overtime, and actions to prevent excessive and forced overtime.**		<a href="https://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners, p27-34; Our supply chain data at a glance, p44-47		
	ASPECT: DIVERSITY AND EQUAL OPPORTUNITIES				
AF27	Policy and actions to protect the pregnancy and maternity rights of women workers.**		<a href="https://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners, p27-34		
	ASPECT: EMPLOYMENT				
LA1	Total workforce by employment type, employment contract, and region.		Be ethical, p49; Our colleagues data at a glance, p55-56; <a href="https://hm.com/annualreport">hm.com/annualreport</a>		















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LA2	Total number and rate of employee turnover by age group, gender, and region.				We monitor employee turnover at a local level, but due to the wide spread of our business currently no aggregated data is available at Group level.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (Additional indicator)				
AF28	Percentage of foreign migrant workers as a portion of total workforce, broken down by region.				
	ASPECT: LABOR/MANAGEMENT RELATIONS				
LA4	Percentage of employees covered by collective bargaining agreements.		Our colleagues data at a glance, p55	 Principle 1, 3	
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.				As various local regulations and standards apply we currently do not aggregate data.
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.		Choose and reward responsible partners, p33; Be ethical, p49; Our colleagues data at a glance, p55-56		
AF30	Percentage of workplaces where, in the absence of a trade union, there are worker-management committees, broken down by country.		Choose and reward responsible partners, p55		
	ASPECT: OCCUPATIONAL HEALTH AND SAFETY				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programs.(Additional indicator)				












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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region.				We monitor related information locally, but do not provide globally aggregated data.
Commentary on LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region: – Include health issues associated with reduced lung function due to dust in “Occupational disease rate” under Compilation 2.4. – Include risk assessments and preventative measures for accidents and injuries under Compilation 2.7.		Choose and reward responsible partners, p41-42; Our supply chain data at a glance, p44-47; Be ethical, p49; Our colleagues data at a glance, p55-56		Narrative coverage in relation to our supply chain.
AF31	Initiatives and programs to respond to, reduce, and prevent the occurrence of musculoskeletal disorders.				
LA8	Education, training, counselling, prevention, and risk/control programs in place to assist workforce members, their families, or community members regarding serious diseases.		Choose and reward responsible partners, p41-42; Strengthen Communities, p84		
LA9	Health and safety topics covered in formal agreements with trade unions. (Additional indicator)		Be ethical, p49; Our colleagues data at a glance, p55-56	 Principle 1	Formal agreements with trade unions are handled locally and data is currently not aggregated on Group level.
	ASPECT: TRAINING AND EDUCATION				
LA10	Average hours of training per year per employee by employee category.		Be ethical, p49; Our colleagues data at a glance, p55-56		
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional indicator)		Be ethical, p51; Our colleagues data at a glance, p55-56		
LA12	Percentage of employees receiving regular performance and career development reviews. (Additional indicator)		Be ethical, p49; Our colleagues data at a glance, p55-56		












# GRI CONTENT INDEX AND APPLICATION LEVEL

-  Full coverage
-  Partial coverage
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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
	ASPECT: DIVERSITY AND EQUAL OPPORTUNITY				
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.		Be ethical, p49; Our colleagues data at a glance, p55-56	 Principle 1, 6	Break down of board and other management categories according to gender.
LA14	Ratio of basic salary of men to women by employee category.			 Principle 1, 6	The ratio of basic salary of men to women is continuously monitored in each of our country organizations. 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 accurate figures in 2012.
AF32	Actions to address gender discrimination and to provide opportunities for the advancement of women workers.		Diversity and equality	 Principle 1, 6	
HUMAN RIGHTS PERFORMANCE INDICATORS					
DMA	Management Approach disclosures.		Sustainability Policy; <a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a>		
	ASPECT: INVESTMENT AND PROCUREMENT PRACTICES				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.		Choose and reward responsible partners; <a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a>	 Principle 1, 2, 3, 4, 5, 6	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.		Choose and reward responsible partners, p27-32; Our supply chain data at a glance, p44-47; <a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a>	 Principle 1, 2, 3, 4, 5, 6	














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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
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. (Additional indicator)		Be ethical, p52-54	 Principle 1, 2, 3, 4, 5, 6	Narrative description of training and communication activities provided.
	ASPECT: NON/DISCRIMINATION				
HR4	Total number of incidents of discrimination and actions taken.		<a href="http://hm.com/fairpartner">hm.com/fairpartner</a>	 Principle 1, 2, 6	Violations against our discrimination policy in our own operation are handled locally and data is not aggregated on Group level. As non-compliances detected in our supplier factories are part of our global supplier audit data related data is reported.
	ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING CORE				
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners, p27-32	 Principle 1, 2, 3	
	ASPECT: CHILD LABOR				
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners, p27-32	 Principle 1, 2, 5	
	ASPECT: FORCED AND COMPULSORY LABOR				
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Choose and reward responsible partners, p42	 Principle 1, 3, 4	
	ASPECT: 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. (Additional indicator)				












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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
	ASPECT: INDIGENOUS RIGHTS				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken. (Additional indicator)				
SOCIETY PERFORMANCE INDICATORS					
DMA	Management Approach disclosures.		Sustainability Policy; Strengthening communities, p80		
	ASPECT: COMMUNITY				
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.		Strengthening communities, p80-86		
AF33	Priorities in community investment strategy.		Strengthening communities, p80		
AF34	Amount of investment in worker communities broken down by location.		Strengthening communities, p80: Community Investments table		
	ASPECT: CORRUPTION				
SO2	Percentage and total number of business units analyzed for risks related to corruption.		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a>	 Principle 10	
SO3	Percentage of employees trained in organization's anti/corruption policies and procedures.		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a> ; Be ethical, p53-54	 Principle 10	
SO4	Actions taken in response to incidents of corruption.		<a href="http://hm.com/codeofconduct">hm.com/codeofconduct</a> ;	 Principle 10	
	ASPECT: PUBLIC POLICY				
SO5	Public policy positions and participation in public policy development and lobbying.		Political contributions	 Principle 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	








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Commentary on SO5	Public policy positions and participation in public policy development and lobbying: Report public policy position on the inclusion of labor and environmental protections in trade agreements and the degree to which lobbying positions integrate considerations about the potential effects on workers, communities, and organizations in the supply chain under Compilation 2.3		Political contributions	 Principle 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 (Additional indicator)		Political contributions	 Principle 10	
	ASPECT: ANTI/COMPETITIVE BEHAVIOUR				
SO7	Total number of legal actions for anticompetitive behaviour, anti/trust, and monopoly practices and their outcomes. (Additional indicator)				None known
	ASPECT: COMPLIANCE CORE				
SO8	Monetary value of significant fines and total number of non/monetary sanctions for non-compliance with laws and regulations.			None known	
PRODUCT RESPONSIBILITY PERFORMANCE INDICATORS					
DMA	Management Approach disclosures		Provide fashion for conscious customers, p18		
	ASPECT: 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.		Provide fashion for conscious customers, p18	 Principle 1	
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. (Additional indicator)				
	ASPECT: PRODUCT AND SERVICE LABELLING CORE				
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.		REACH		

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INDICATOR	DESCRIPTION	INCLUSION	LOCATION (CONSCIOUS ACTIONS SUSTAINABILITY REPORT 2011, UNLESS OTHERWISE STATED)	UNGC PRINCIPLE(S)	NOTES
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes. (Additional indicator)				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (Additional indicator)				
	ASPECT: MARKETING COMMUNICATIONS				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Responsible Marketing		
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. (Additional indicator)				
	ASPECT: CUSTOMER PRIVACY				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (Additional indicator)				
	ASPECT: COMPLIANCE				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.				None known
CROSS-CUTTING COMMENTARY Apparel and Footwear Sector Specific					
	ASPECT: CAPACITY BUILDING				
	Commentary for “Training and Education” in the Environment, Labor, Human Rights, Society, and Product Responsibility Disclosure on Management Approach sections: This guidance applies to employees internal to the reporting organization. Indicator AF5 refers to training and education programs in workplaces within the reporting organization’s supply chain.		A message from our CEO, p1-3; Be ethical, p53-54		

\*\* Reporting organizations must also include entities that they monitor (i.e., those defined as under significant influence by the Report Boundary guidance).