



GRI Content Index*

*All GRI disclosures below refer to GRI Standard 2018

GRI STANDARD	IMPACT BOUNDARY	DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION OF DISCLOSURE	EXTERNAL ASSURANCE	NOTE
GRI 102: General Disclosures 2018		102-1	Name of the organization	10		
		102-2	Activities, brands, products, and services	10		Annual Report pages 10-15, 36
		102-3	Location of headquarters	See note		Stockholm
		102-4	Location of operations	10, 11, 66		Annual Report page 17
		102-5	Ownership and legal form	10		
		102-6	Markets served	See note		Annual Report pages 16-17
		102-7	Scale of the organization	10		Annual Report pages 10,16
		102-8	Information on employees and other workers	See note		Annual Report pages 28, 36-37, 62
		102-9	Supply chain	11		See also our Supplier list: sustainability.hm.com
		102-10	Significant changes to the organization and its supply chain	See note		No significant changes in the supply chain.
		102-11	Precautionary Principle or approach	See note		We apply the precautionary principle in our environmental work and have adopted a preventative approach with the substitution of hazardous chemicals, and by actively promoting the use of non-hazardous chemicals.
		102-12	External initiatives	26, 28, 34-35, 37, 39-42, 43-48, 52, 54, 56, 58-59, 66-68, 75, 77-78, 80-81, 86-87, 105		For more information, visit sustainability.hm.com
		102-13	Membership of associations	105		For more information, visit sustainability.hm.com
		102-14	Statement from senior decision-maker	5		

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		102-15	Key impacts, risks, and opportunities	11, 44-45, 48, 80-82, 91-93, 103		Also see Annual Report pages 10-15, 20, 27, 37-38, 42, 45
		102-16	Values, principles, standards, and norms of behaviour	64, 89-92, 94-95		
		102-17	Mechanisms for advice and concerns about ethics	90-97		
		102-18	Governance structure	16		Also see Corporate Governance report in the Annual Report, page 21
		102-22	Composition of the highest governance body and its committees	See note		Annual Report page 21, 28
		102-23	Chair of the highest governance body	See note		Annual Report page 21, 28
		102-24	Nominating and selecting the highest governance body	See note		Corporate Governance report in the Annual Report, pages 21-27
		102-32	Highest governance body's role in sustainability reporting	See note		Reviewed by all the relevant members of the executive management team and CEO
		102-40	List of stakeholder groups	101, 105	Yes	
		102-41	Collective bargaining agreements	See note		See supplier compliance at sustainability.hm.com
		102-42	Identifying and selecting stakeholders	101-102	Yes	
		102-43	Approach to stakeholder engagement	17, 101-102	Yes	
		102-44	Key topics and concerns raised	101-103	Yes	
		102-45	Entities included in the consolidated financial statements	100		Entities concerned are stated in the Annual Report.
		102-46	Defining report content and topic Boundaries	100-103	Yes	
		102-47	List of material topics	103	Yes	
		102-48	Restatements of information	100		
		102-49	Changes in reporting	See note		No significant changes in the reporting

GRI STANDARD	IMPACT BOUNDARY	DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION OF DISCLOSURE	EXTERNAL ASSURANCE	NOTE
		102-50	Reporting period	100		
		102-51	Date of most recent report	101		
		102-52	Reporting cycle	100-101		
		102-53	Contact point for questions regarding the report	108		
		102-54	Claims of reporting in accordance with the GRI Standards	101		
		102-55	GRI content index	See note		sustainability.hm.com
		102-56	External assurance	See note		EY also assures our Annual Report and has assured our Sustainability report since 1 December 2011 – 30 November 2012.
ECONOMIC						
GRI 201: Economic performance	Inside and outside the organisation	103-1/2/3	Management Approach, 201			Annual Report pages 16-17, 24-29
		Own indicator	Sales growth and profitability on an annual basis (in local currencies)			Annual Report pages 17-18
GRI 205: Anti-corruption		103-1/2/3	Management Approach, 205 -1/2/3	91, 94-97		
		205-1	Operations assessed for risks related to corruption	91, 94		
		205-2	Communication and training about anti-corruption policies and procedures	94		
		205-3	Confirmed incidents of corruption and actions taken	97	Yes	Annual Report page 45

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ENVIRONMENTAL						
GRI 301: Materials	Inside and outside the organisation	103-1/2/3	Management approach, 301	31-59, 91, 95-98		In 2018 we have developed a packaging strategy outlining measurable goals, however no data is yet reported. We will follow up on the performance on our newly set goals in our next report.
	Inside and outside the organisation	301-1	Materials used by weight or volume	39	Yes	As requested by many of our stakeholders and for comparability reasons, we report our use of more sustainable and/or recycled materials in percent and not by weight or volume.
		301-2	Recycled input materials used	31-32, 37, 39		As requested by many of our stakeholders and for comparability reasons, we report our use of more sustainable and/or recycled materials in percent and not by weight or volume.
		Own Indicator	Tonnes of garment collected from customers	50		
		Own Indicator	Animal welfare	40-41, 98		
GRI 302: Energy	Inside and outside the organisation	103-1/2/3	Management Approach, 302	55-58, 91, 95-98		
		302-1	Energy consumption within the organization	55, 57	Yes	
		302-3	Energy intensity	55, 57	Yes	
		302-4	Reduction of energy consumption	55, 57		
GRI 303: Water	Outside the org.	103-1/2/3	Management approach, 303	44-48, 91, 95-98		
		303-1	Interactions with water as a shared resource	44-48, 91, 95-98		
		303-2	Management of water discharge-related impacts	44-45		
		303-3	Water withdrawal	46		We have updated our water strategy with measurable goals and as a result we have the total water breakdown by applicable source, but currently do not report the total water withdrawal in megalitres.

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		303-4	Water discharge	46		We report against the priority substances of concern which are defined in the ZDHC wastewater quality requirements. Previously we have reported water quality against BSR Waste-water guideline, starting 2018 we transitioned to the ZDHC wastewater quality requirements, which was based on broad consultation process and aligned with our work to achieve zero discharge of hazardous chemicals. See more here .
GRI 305: Emissions	Inside and outside the organisation	103-1/2/3	Management approach, 305	53-59, 91, 95-98		Our climate strategy covers the entire value chain, while data is predominantly available for our own operations.
		305-1	Direct (Scope 1) GHG emissions	54	Yes	
		305-2	Energy indirect (Scope 2) GHG emissions	54	Yes	
		305-3	Other indirect (Scope 3) GHG emissions	54, 56	Yes	
		305-4	GHG emissions intensity	54		
		305-5	Reduction of GHG emissions	54		
GRI 306: Effluents and Waste	Inside and outside the organisation	103-1/2/3	Management approach, 306	44-46, 52, 91, 95-98		
		Own Indicator	% of suppliers factories in full compliance with wastewater quality requirements (ZDHC)	46		Previously we have reported water quality against BSR Waste-water guideline, starting 2018 we transitioned to the ZDHC wastewater quality requirements, which is based on broad consultation process and aligned with our work to achieve zero discharge of hazardous chemicals.
		Own Indicator	Recycling systems in stores	50-52		
GRI 307: Environmental compliance	Inside and outside the organisation	103-1/2/3	Management approach	42-46, 54- 56, 58, 91, 95-98		
		Own indicator	Recycling systems in stores	50-52		
		307-1	Non-compliance with environmental laws and regulations	96		All of our supplier factories are measured against the Higg Facility Environmental Module (FEM). We are the first company to disclose the aggregated score for our supply chain.

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GRI 308: Supplier Environmental Assessment	Inside and outside the organisation	103-1/2/3	Management approach, 308	42-46, 54-56, 58, 91, 95-98		
		308-1	New suppliers that were screened using environmental criteria	96-97		
SOCIAL						
GRI 401: Employment	Inside and outside the organisation	103-1/2/3	Management approach, 401, 402	62-86, 91-97		
		401-1	New employee hires and employee turnover			Annual Report page 62
GRI 403: Occupational Health & Safety	Inside and outside the organisation	103-1/2/3	Management approach, 403	64-68, 81, 84, 91, 94-97		
		Own Indicator	Percentage of supplier factories that underwent additional fire and building safety inspections under the Accord	62, 81		
GRI 404: Training & Education	Inside and outside the organisation	103-1/2/3	Management approach, 404	64, 84, 92-97		
		404-3	Percentage of employees receiving regular performance and career development reviews	See note		Our policy is that all employees should receive such reviews annually. To assess compliance with this policy, we surveyed all our employees in 2018 and found that 76% of the respondents have received performance and career development review during the year and we saw no difference between gender or employment category.
GRI 405: Diversity & equal opportunity	Inside and outside the organisation	103-1/2/3	Management approach, 405, 406	83-86, 91-97		
		405-1	Diversity of governance bodies and employees	84		
		405-2	Ratio of basic salary and remuneration of women to men	See note		We report on this indicator for the UK market, which indicates gender pay gap of 8%, compared to the country average of 17.4%. The most recent data is available as a snapshot of April 5, 2017. See more here .

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GRI 406: Non-discrimination	Inside and outside the organisation	406-1	Incidents of discrimination and corrective actions taken	See note		Within our own operations local markets collect this data, however we do not have an aggregated data globally. Within our supply chain we collected data on an aggregated level in our supply compliance list: sustainability.hm.com
GRI 407: Freedom of association & collective bargaining	Inside and outside the organisation	103-1/2/3	Management approach 407, 408, 409	66-67, 74-75, 77, 80, 91-92, 95-97		
		407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	67, 74-75, 77		
GRI 408: Child Labour	Outside the org.	408-1	Operations and suppliers at significant risk for incidents of child labour	80, 93, 97		
GRI 409: Forced or compulsory Labour	Outside the org.	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	81, 93		
GRI 412: Human Rights Assessment	Inside and outside the organisation	412-1	Operations that have been subject to human rights reviews or impact assessments	80-82, 93		
		412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	83-84		
GRI 413: Local communities	Inside and outside the organisation	103-1/2/3	Management Approach, 413	See note		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 the implementation. We follow up and report on the implementation of the activities on an annual basis. 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 program overall. Total community investments are aimed at creating shared value and strengthening communities along our value chain, and donations and contributions by H&M customers to various charitable causes.

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		413-2	Operations with significant actual and potential negative impacts on local communities	See note		Total community investments are aimed at creating shared value and strengthening communities along our value chain, and donations and contributions by H&M customers to various charitable causes. Strategic investments Investments in strategic partnerships and donations aimed at creating shared value for us as a company, our customers and local communities. Customers Contributions by H&M customers to charitable causes, through for example cash register round up or other donations.
GRI 414: Supplier Social Assessment	Outside the org.	103-1/2/3	Management Approach, 414	61-79, 91, 94-97		
		414-1	New suppliers that were screened using social criteria	96-97		Also see Supplier Compliance at sustainability.hm.com
		414-2	Negative social impacts in the supply chain and actions taken	See note		Also see Supplier Compliance at sustainability.hm.com
GRI 415: Public Policy	Outside the org.	415-1	Political contributions	See note		H&M group does not provide direct financial contributions to individual politicians or political parties. (Not a material topic)
GRI 416: Customer Health and Safety	Outside the org.	416-1	Assessment of the health and safety impacts of product and service categories	See note		100% of our products are assessed for health and safety improvements, for example in regards to chemical safety.
GRI 417: Marketing and Labeling 2018	Inside the org.	417-1	Requirements for product and service information and labeling	See note		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 to conscious garment care. (Not material topic)
		417-2	Incidents of non-compliance concerning product and service information and labeling	See note		There have been no incidents of non-compliance registered. (Not a material topic)
GRI 418: Customer Privacy	Outside the org.	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See note		H&M group is committed to protect our customers' and employees privacy. We have dedicated data privacy team in place and have mature systems to ensure compliance with the EU Directive for General Data Protection Regulation (GDPR).
GRI 419: Socioeconomic Compliance	Outside the org.	419-1	Non-compliance with laws and regulations in the social and economic area	See note		There have been no incidents of non-compliance registered. (Not a material topic)

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APPAREL AND FOOTWEAR SECTOR SUPPLEMENT						
	Outside the org.	AF1	Code of conduct content and coverage	94-95		Our Code of Conduct is named Code of Ethics. We have one for internal use and one for our business partners.
	Outside the org.	AF2	Parties and personnel engaged in code of conduct compliance function.	16		
	Outside the org.	AF3	Compliance audit process	96-97		
	Outside the org.	AF4	Grievance mechanisms	64, 81, 92, 94		
	Outside the org.	AF5	Capacity building	97		
	Outside the org.	AF6	Policies for supplier selection, management, and termination	95-97		
	Outside the org.	AF7	Number and location of workplaces covered by the code of conduct	89, 94-97		
	Outside the org.	AF8	Number of audits conducted and percentage of workplaces audited	89, 94-97		
	Outside the org.	AF9	Incidents of non-compliance with legal requirements or collective bargaining agreements on wages	95-97		View supplier compliance at sustainability.hm.com Data last reported for 2015. Since then, we have transitioned our supply chain performance measurement system towards our new SIPP method, including the HIGG index, aiming to create more comparable data across the industry.
	Outside the org.	AF10	Incidents of non-compliance with overtime standards	See note		View supplier compliance at sustainability.hm.com Data last reported for 2015. Since then, we have transitioned our supply chain performance measurement system towards our new SIPP method, including the HIGG index, aiming to create more comparable data across the industry.
	Outside the org.	AF11	Incidents of non-compliance with standards on pregnancy and maternity rights	See note		View supplier compliance at sustainability.hm.com Data last reported for 2015. Since then, we have transitioned our supply chain performance measurement system towards our new SIPP method, including the HIGG index, aiming to create more comparable data across the industry.
	Outside the org.	AF12	Incidents of the use of child labor	80		View supplier compliance at sustainability.hm.com Data last reported for 2015. Since then, we have transitioned our supply chain performance measurement system towards our new SIPP method, including the HIGG index, aiming to create more comparable data across the industry.

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	Outside the org.	AF13	Incidents of non-compliance with standards on gender discrimination	See note		View supplier compliance at sustainability.hm.com Data last reported for 2015. Since then, we have transitioned our supply chain performance measurement system towards our new SIPP method, including the HIGG index, aiming to create more comparable data across the industry.
	Outside the org.	AF14	Incidents of non-compliance with Code of Conduct	97		
	Outside the org.	AF15	Identify and mitigate business practices that affect code Compliance	95-97		
	Outside the org.	AF19	Practices to source safer alternative substances list, including description of associated management systems	42-43, 98		
	Outside the org.	AF20	List of environmentally preferable materials used in apparel and footwear products	43, 98		View Chemical Restrictions at sustainability.hm.com
	Outside the org.	AF21	Amount of energy consumed and percentage of the energy that is from renewable sources	55, 57	Yes	
	Outside the org.	AF26	Policy on working hours, incl. definition of overtime and actions to prevent excessive and forced overtime	74		See our sustainability commitment at sustainability.hm.com
	Outside the org.	AF30	Percentage of workplace where in the absence of a trade union, there are worker management committees	66-68		
	Outside the org.	AF32	Actions to address gender discrimination and to provide opportunities for the advancement of women workers	83, 85-86		