1997 Code of Conduct: Introducing a code of conduct (CoC) specifying the conditions factories need comply with to produce for H&M.

1998 Supplier and factory mapping: Our first mapping program was launched and put in to practice.

1999 H&M Training Center, Dhaka: Training center to educate young people to be industrial sewing machinists, and guaranteed a job with one of H&M’s suppliers. The education enables a higher paid grade position in factories.

2001 H&M Full Audit Program: Launch of our comprehensive factory auditing program helping to track the factories’ compliance with our Code of Conduct, including if wages are paid correctly.

2002 First Sustainability Report: Our first sustainability report was published, transparently reporting on our inspection results from factory visits. This includes their compliance level regarding correct payment of wages.

2002 Worker interviews: To strengthen our auditing worker interviews became part of our monitoring process. Through these interviews we can verify that legal wages are paid.

2005 Trade union dialogue: H&M reached out to trade unions in the production countries to open up for a more transparent dialogue.

2006 Code of Conduct Index: H&M launches an index to measure our supplier factories’ sustainability performance, giving every supplier a score based on their level of compliance with our requirements. Helps to identify priorities for improvements and supports us in rewarding better performing partners.

2006 Brand collaboration on wage concerns for low wages in the textile industry and the importance of yearly wage revisions.

2006 Member of the Fair Labor Association: H&M becomes a member of the globally recognized FLA, and was credited 2008. This means our program on working conditions meets the high requirements of FLA.

2006 H&M Full Audit Program: Launch of our comprehensive factory auditing program helping to track the factories’ compliance with our Code of Conduct, including if wages are paid correctly.

2007 Building management systems: H&M helps factory owners develop their own management systems to prevent non-compliance with our CoC. We support them with policies and routines, for long-term and sustainable improvement.

2008 Dialogue with Bangladesh Government on wages: H&M is active in establishing a global multi-stakeholder and local brand forum to intensify dialogue with the Government to push for better working conditions and higher wages in the textile industry.

2009 Support Better Factories Cambodia: We start supporting the ILO/BFC’s programme to improve worker-management cooperation and working conditions. It has contributed to improved compliance with our Code of Conduct by Cambodian suppliers.

2009 Right & Responsibility films Bangladesh: Until now over 500,000 textile workers in Bangladesh have received education on their rights including wage.

2009 Self-reporting tool in China: A monthly self-reporting tool for wages and working hours is introduced among all supplier factories in China. Similar tools then developed in other sourcing markets.

2010 Code of Conduct Index: H&M launch an index to measure our supplier factories’ sustainability performance, giving every supplier a score based on their level of compliance with our requirements. Helps to identify priorities for improvements and supports us in rewarding better performing partners.

2010 Joint letter to Bangladesh Government: H&M and a group of other brands raised the concern that yearly minimum wage reviews still remain undressed. Request the Government to urgently form a review board to secure this.

2010 H&M letter to Bangladesh Government: H&M urges the Government to establish a routine for yearly minimum wage reviews. H&M will accept the price increase that might arise as a consequence of the salary revision.

2010 Joint letter to Bangladesh Government: H&M and a group of other brands raised the concern that yearly minimum wage reviews still remain undressed. Request the Government to urgently form a review board to secure this.

2011 Fair Wage Assessment: 200 of H&M supplier factories in China. Similar tools then developed in other sourcing markets.

2011 Social Dialogue Project, Bangladesh: 5 suppliers participated in pilot project implementing a democratic election of workers representatives in committees to conduct dialogue with management.

2012 Joint letter to Cambodian Government: Brands sourcing from Cambodia and International Trade Union Confederation sent a joint letter requesting a meeting to discuss the importance of functioning industrial relations and a stable textile industry.

2012 Right & Responsibility film, India: Awareness films were developed for H&M supplier factories in India, educating both factory management and textile workers on their rights including wage.

2012 Joint letter to Cambodian Government: Brands sourcing from Cambodia and International Trade Union Confederation sent a joint letter requesting a meeting to discuss the importance of functioning industrial relations and a stable textile industry.

2013 Industrial Relations Project, Cambodia: H&M and Swedish trade union, IF Metall, introduced a project to strengthen the dialogue between factory management and employees. The goal is to create dialogue and strengthen the textile workers’ influence on wage.

2013 CEO of H&M meets Prime Minister of Cambodia: The government is urged to establish a routine for yearly minimum wage reviews. H&M also states that we will accept the price increase that might arise as a consequence of the salary revision.

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2013 Model Factory Programme: H&M introduces a model factory programme to test the Fair Wage Network method, starting with two factories in Bangladesh and one in Cambodia.