

## GLOBAL LABOUR RELATIONS PRINCIPLES

These principles aim to achieve a good relationship among H&M group's employees, managers, employee representatives and relevant external stakeholders. H&M group believes that having constructive workplace dialogue built on communication, trust and respect is critical to our commitment to be a responsible employer. It is through the sharing of thoughts, ideas, information and knowledge that we can create working conditions that benefit our employees and our business.

### Our principles

- H&M group is committed to respect the principles of freedom of association and the right to collective bargaining consistent with applicable local law and practice. Where local law and practice restricts these rights, H&M group will work to facilitate employee engagement in the spirit of these principles.
- We respect our employees' rights to establish and join, or decide not to join, organizations of their own choice.
- We remain neutral and do not discriminate against employees for exercise of these rights.
- We respect the right to freedom of expression and opinion by all parties in connection with the exercise of these rights.
- Where employees are represented by a legally recognized representative in accordance with applicable local law, we are committed to establishing a constructive and cooperative dialogue, and where appropriate, to bargain in good faith and reach agreement.
- All parties are expected to use their best efforts to be fair, respectful and constructive in their dialogue, and to reach sustainable agreements.
- H&M group appreciates and recognizes the valuable work and time that all parties dedicate to finding ways to continuously improve our workplace.

### Grievance procedure

Any employee who believes that these principles are not being followed, should notify the nearest manager or refer to the local grievance procedure.