

GLOBAL GRIEVANCE POLICY

All employees in the H&M Group are entitled to a safe and fair working environment where everyone is treated with respect and in accordance with our social policies.

The global grievance policy aims to ensure that all employees have access to an effective procedure for the handling of violation of our social policies that mainly refers to the human rights.

Primarily we strongly encourage our employees and managers to follow our open door practice and resolve work-related issues and disagreements through an informal, open and straightforward dialogue.

If, for any reason, the informal way is not viable, please follow the local formal grievance procedure.

Our commitment

- Each workplace within the H&M Group has a local grievance procedure that is based on local legislation and this global policy. Every employee should be informed about this procedure and know how to report a grievance.
- If a grievance cannot be settled through the local procedure, any employee can turn to the global point-of-contact for further support: globalgrievance@hm.com.
- Every violation of our social policies that has been reported, or in any other way come to the attention of the company, will be dealt with immediately, and in a fair and impartial manner.
- Retaliation against an employee who, in good faith, reports a grievance or participates in the investigation of a grievance, will not be tolerated.

All employees are urged to bring grievances to the attention of the management as soon as possible, and to provide all relevant information in order to ensure a fair and objective handling of the grievance. A person who has reported a grievance may choose to be accompanied by a colleague¹ to any meetings.

Confidentiality and the right to privacy

All information, both verbal and written, about a grievance process will be kept strictly confidential to the furthest extent possible, taking into consideration the sensitivity of the case and the privacy of everyone involved. Information will not be kept longer than necessary in order to resolve the grievance, unless longer retention is required due to local legislation.

Follow-up

All reported grievances will be registered anonymously for statistical basis. This information will help us to continuously improve as an employer.

¹ Depending on local legislation, practice and the nature of the meeting, additional participants may attend.