



## GRI Content Index\*

\*All GRI disclosures below refer to GRI Standard 2016

GRI STANDARD	IMPACT BOUNDARY	DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION OF DISCLOSURE	EXTERNAL ASSURANCE	NOTE
GRI 102: General Disclosures 2016		102-1	Name of the organization	4		
		102-2	Activities, brands, products, and services	4		Annual Report page 52
		102-3	Location of headquarters	See note		Stockholm
		102-4	Location of operations	21, 78		Annual Report page 52
		102-5	Ownership and legal form	4, 26		
		102-6	Markets served	See note		Annual Report page 52
		102-7	Scale of the organization	5		Annual Report page 52-53, 55, 80, 93
		102-8	Information on employees and other workers	See note		Annual Report page 73, 93
		102-9	Supply chain	4, 20-21		See also our value chain map: <a href="http://sustainability.hm.com">sustainability.hm.com</a>
		102-10	Significant changes to the organization and its supply chain			No significant changes in the supply chain.
		102-11	Precautionary Principle or approach	38, 48		We apply the precautionary principle in our environmental work and have adopted a preventative approach with the substitution of hazardous chemicals.
		102-12	External initiatives	48, 65-66, 85, 89, 109-110, 113-117		
		102-13	Membership of associations	65-66, 85		
		102-14	Statement from senior decision-maker	7-9		
		102-15	Key impacts, risks, and opportunities	20-21, 90, 97-98		Also see Annual Report page 89-90
		102-16	Values, principles, standards, and norms of behavior	5, 89		

GRI STANDARD	IMPACT BOUNDARY	DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION OF DISCLOSURE	EXTERNAL ASSURANCE	NOTE
		102-17	Mechanisms for advice and concerns about ethics	90-91, 97-98		
		102-18	Governance structure	19		Also see Corporate Governance report in the Annual Report, p. 56-62
		102-22	Composition of the highest governance body and its committees	See note		Annual Report page 60-62, 68-69
		102-23	Chair of the highest governance body	See note		Annual Report page 60
		102-24	Nominating and selecting the highest governance body	See note		Also see Corporate Governance report in the Annual Report, p. 56-62
		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	110, 118	Yes	
		102-41	Collective bargaining agreements	See note		There were 112 collective bargaining agreements at the H&M group in 2016.
		102-42	Identifying and selecting stakeholders	110-111	Yes	
		102-43	Approach to stakeholder engagement	110-111, 118	Yes	
		102-44	Key topics and concerns raised	118	Yes	
		102-45	Entities included in the consolidated financial statements	109		Entities concerned are stated in the Annual Report.
		102-46	Defining report content and topic Boundaries	110-111	Yes	
		102-47	List of material topics	112, 114-115	Yes	
		102-48	Restatements of information	91		Our material data has been restated due to the fact that historical data has been updated using a new, more detailed system. We are continuously working to improve our data systems and accuracy.
		102-49	Changes in reporting	111		
		102-50	Reporting period	See note		
		102-51	Date of most recent report	109		

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		102-52	Reporting cycle	109		
		102-53	Contact point for questions regarding the report	122		
		102-54	Claims of reporting in accordance with the GRI Standards	109-110		
		102-55	GRI content index	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
		102-56	External assurance	119-120		EY also assures our Annual Report and has assured our Sustainability report since 1 December 2011 - 30 November 2012.
<b>ECONOMIC</b>						
GRI 201: Economic Performance 2016	Inside the organisation	103-1/2/3	Management Approach, 201			Annual Report 56-65, 72-77, 88-101. New growth target: to increase the H&M group's sales by 10 - 15 percent in local currencies per year with continued high profitability
		Own Indicator	Sales growth and profitability on an annual basis (in local currencies)			Annual Report page 54, 79
GRI 205: Anti-corruption 2016	Inside and outside the organisation	103-1/2/3	Management Approach, 205-1/2/3	97-98		
		205-1	Operations assessed for risks related to corruption	97		
		205-2	Communication and training about anti-corruption policies and procedures	98		
		205-3	Confirmed incidents of corruption and actions taken	97	Yes	
<b>ENVIRONMENT</b>						
GRI 301: Materials 2016	Inside and outside the organisation	103-1/2/3	Management approach, 301	33-41, 43-46		
		301-1	Materials used by weight or volume	44-45	Yes	As requested by many of our stakeholders and for comparability reasons, we report our use of more sustainable cotton in per cent and not by weight or volume.
		301-2	Recycled input materials used	44-45		
		Own Indicator	Tonnes of garment collected from customers	54	Yes	
		Own Indicator	Animal welfare	46		

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GRI 302: Energy 2016	Inside and outside the organisation	103-1/2/3	Management approach, 302	35, 49-65		
		302-1	Energy consumption within the organization	59, 61, 109	Yes	
		302-3	Energy intensity	59	Yes	
		302-4	Reduction of energy consumption	59		
GRI 303: Water 2016	Inside and outside the organisation	103-1/2/3	Management approach, 303	33-34, 48-52		
		303-1	Water withdrawal by source	49-50, 52		
		303-2	Water sources significantly affected by withdrawal of water	49-50		
		303-3	Water recycled and reused	49-50		
GRI 305: Emissions 2016	Inside and outside the organisation	103-1/2/3	Management approach, 305	35-39, 55-64		
		305-1	Direct (Scope 1) GHG emissions	35, 64, 109	Yes	
		305-2	Energy indirect (Scope 2) GHG emissions	35, 64, 109	Yes	
		305-3	Other indirect (Scope 3) GHG emissions	35, 64, 109	Yes	
		305-4	GHG emissions intensity	56		
		305-5	Reduction of GHG emissions	64		
GRI 306: Effluents and Waste 2016	Inside and outside the organisation	103-1/2/3	Management approach 306	50-54		
		Own Indicator	% of suppliers factories in full compliance with wastewater quality requirements (BSR)	52		
		Own Indicator	Recycling systems in stores	54		
GRI 307: Environmental Compliance 2016	Inside and outside the organisation	307-1	Non-compliance with environmental laws and regulations	See note		We have not identified any non-compliance with environmental laws and/or regulations. (Not a material topic)

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GRI 308: Supplier Environmental Assessment 2016	Inside and outside the organisation	103-1/2/3	Management approach, 308	28-31, 35, 38-39, 59, 61, 88-91, 99-103		
		308-1	New suppliers that were screened using environmental criteria	100		
SOCIAL						
GRI 401: Employment 2016	Inside the organisation	103-1/2/3	Management approach 401, 402	68-76		
		401-1	New employee hires and employee turnover	See note		Annual Report page 73
GRI 402: Labor/ Management Relations 2016	Outside the organisation	402-1	Number of Democratically-elected worker representation at suppliers in % of product volume.	68		This KPI currently shows factories that received the H&M group's workplace dialogue training. When the system support for the SIPP is fully implemented, we will be able to show data on share of product volume with democratically-elected worker representation from our complete factory base.
GRI 403: Occupational Health and Safety 2016	Inside and outside the organisation	103-1/2/3	Management approach, 403	68, 72-74		
		403-1	Workers representation in formal joint management-worker health and safety committees	See note		At H&M group we take occupational health and safety a priority. This year we have emphasised this by organizing a global Health and Safety week. We have a continuing dialogue between management and work councils wherever applicable.
		Own Indicator	Percentage of supplier factories that underwent additional fire and building safety inspections under the Accord.	68, 81		
GRI 404: Training and Education 2016	Inside and outside the organisation	103-1/2/3	Management approach, 404	33, 48, 68-69, 72-73, 78, 80, 88, 93, 95, 97, 98, 100-102, 107, 114, 118		
		404-1	Average hours of training per year per employee	See note		At H&M group we approach training in various formats. The majority of our training happens in-store, working side by side with an experienced colleague. In addition, we offer e-learning and classroom training. These are registered in our Learning Management system that is available for all employees. In 2016, the average training hours per employee was 6.5 hours annually, part-time employees included. In our Learning Management system we do not track gender so a split on gender is not available.

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		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. Our data systems do currently not allow globally aggregated data. However, through our global employee survey, we asked whether our employees had received a dialogue talk (performance review). Of the over 120,000 employees who responded, 76% answered yes and we saw no difference between gender or employment category.
GRI 405: Diversity and Equal Opportunity 2016	Inside and outside the organisation	103-1/2/3	Management Approach 405- 406	82-84, 91, 107, 114		
		405-1	Diversity of governance bodies and employees	82		
GRI 406: Non-discrimination 2016	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 aggregate data globally. Within our supply chain we collected data on an aggregated level in our supply compliance list: <a href="http://sustainability.hm.com">sustainability.hm.com</a>
GRI 407: Freedom of Association and Collective Bargaining 2016	Inside and outside the organisation	103-1/2/3	Management Approach 407, 408 409, 412	71-75, 78-81, 85-86, 88-95, 100-103		
		407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	73, 76, 79, 86, 115, 118,		
GRI 408: Child Labor 2016	Outside the organisation	408-1	Operations and suppliers at significant risk for incidents of child labor	80, 115		See Modern Slavery Statement
GRI 409: Forced or Compulsory Labor 2016	Outside the organisation	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	69, 80, 115		See Modern Slavery Statement
GRI 412: Diversity and Equal Opportunity 2016	Inside and outside the organisation	412-1	Operations that have been subject to human rights reviews or impact assessments	100, 113-115		
		412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	99-100		

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GRI 413: Local Communities 2016	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.
		413-2	Operations with significant actual and potential negative impacts on local communities	See note		Total community investments equals over USD 7.2 mln of which USD 5.7 mln are strategic investments, USD 1.1 mln are from contributions the customers, 0.4 mln are from other H&M group contributions. 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 2016	Outside the organisation	103-1/2/3	Management approach, 414	28-31,88-91, 99-103		
		414-1	New suppliers that were screened using social criteria	100-101		
		414-2	Negative social impacts in the supply chain and actions taken	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
GRI 415: Public Policy 2016	Outside the organisation	415-1	Political contributions	See note		The 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 2016	Outside the organisation	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 2016	Inside the organisation	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 Clever Care label aim to inspire to conscious garment care. (Not material topic)

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		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 2016	Outside the organisation	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	See note		The H&M group is committed to protect our customers and employees privacy. We have a dedicated data privacy team in place that is working continuously with data privacy matters as well as an dedicated project to identify and implement the necessary changes in the organization due to the approaching EU General Data protection Regulation. (This includes an evaluation of our related data systems) In addition, our privacy notice sets out how personal data is processed and protected, for example, the H&M group does not sell personal data to other companies for e.g. marketing purposes. (Not a material topic)
GRI 419: Socioeconomic Compliance 2016	Outside the organisation	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)
<b>APPAREL AND FOOTWEAR SECTOR SUPPLEMENT</b>						
	Outside the organisation	AF1	Code of conduct content and coverage	99-103		
	Outside the organisation	AF2	Parties and personnel engaged in code of conduct compliance function.	19		
	Outside the organisation	AF3	Compliance audit process	100-103		
	Outside the organisation	AF4	Grievance mechanisms	97-98		
	Outside the organisation	AF5	Capacity building	101		
	Inside the organisation	AF6	Policies for supplier selection, management, and termination	99-103		
	Outside the organisation	AF7	Number and location of workplaces covered by the code of conduct	100		
	Outside the organisation	AF8	Number of audits conducted and percentage of workplaces audited	100		
	Outside the organisation	AF9	Incidents of non-compliance with legal requirements or collective bargaining agreements on wages	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>



GRI STANDARD	IMPACT BOUNDARY	DISCLOSURE NUMBER	DISCLOSURE TITLE	LOCATION OF DISCLOSURE	EXTERNAL ASSURANCE	NOTE
	Outside the organisation	AF10	Incidents of non-compliance with overtime standards	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
	Outside the organisation	AF11	Incidents of non-compliance with standards on pregnancy and maternity rights	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
	Outside the organisation	AF12	Incidents of the use of child labor	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
	Outside the organisation	AF13	Incidents of non-compliance with standards on gender discrimination.	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
	Outside the organisation	AF14	Incidents of non-compliance with Code of Conduct.			We are unable to report on this in 2016, because we are having technical issues getting the aggregated level data, we expect this to be resolved for next year's report.
	Outside the organisation	AF15	Identify and mitigate business practices that affect code Compliance	79-80		
	Inside the organisation	AF19	Practices to source safer alternative substances list, including description of associated management systems	48, 80		
	Outside the organisation	AF20	List of environmentally preferable materials used in apparel and footwear products	43-46		
	Inside and outside the organisation	AF21	Amount of energy consumed and percentage of the energy that is from renewable sources	61	Yes	
	Inside and outside the organisation	AF26	Policy on working hours, incl. definition of overtime and actions to prevent excessive and forced overtime	79-80		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
	Inside and outside the organisation	AF30	Percentage of workplace where in the absence of a trade union, there are worker management committees	See note		<a href="http://sustainability.hm.com">sustainability.hm.com</a>
	Inside and outside the organisation	AF32	Actions to address gender discrimination and to provide opportunities for the advancement of women workers.	82-84		