

**Subject:** Invitation to respond - H&M in our COVID-19 tracker

**In the 12-month period directly before the COVID-19 outbreak:**

*Please answer all questions and provide YES, NO or numerical answers where requested. We also welcome additional information and context.*

1. What are the maximum number of days from invoice date within which you pay your suppliers (e.g. 30, 60, 90, 180 days)? **20 days**
2. When is payment for orders typically made (i.e. after shipping, upon receipt of goods, partial payment in advance of production, etc.)? **When the order is brought to the point of shipping.**
3. In this period, have you asked suppliers for a discount after placing an order? **Y/N NO**
  - a. If yes, what percentage of FOB was the discount (if varying, please list all percentages)? **N/A**
4. Do your contracts have clauses for financial penalties:
  - a. For suppliers for contract non-compliance (e.g. for late delivery, wrong specs etc.)? **Y/N YES (some conditions are for example infringement of copy rights, or hazardous chemicals are used, for example)**
  - b. For you (the buyer) to be held financially liable (in the form of a payment premium or otherwise) for changes in orders after a PO has been raised (order volume, order specs, order deadline etc.)? **Y/N YES (for example material liability for products, this also include changes on the orders for example)**

**In the period since the COVID-19 outbreak:**

*Please answer all questions and provide YES, NO or numerical answers where requested. We also welcome additional information and context.*

5. Have you committed to pay in full for:
  - a. All completed orders? **Y/N YES**
  - b. All in-production orders? **Y/N YES**
6. Have you extended your usual payment times? **Y/N NO**
  - a. If yes, what are current payment terms (in days, e.g. 90, 180, 230 etc.)?
  - b. Are you supporting suppliers with access to local finance with a letter of credit or through other means? **Y/N YES**
7. Have you requested a discount for any orders? **Y/N NO**
  - a. If yes what, percentage of FOB (if varying, please list all percentages)? **N/A**
8. Have you taken any other steps (outside of order payment) to ensure workers in your supply chain have been paid wages for March and April, or will be paid wages or otherwise provided for during periods of lockdown? **Y/N YES, currently working to enable payment to workers through industry collaboration Call to Action with IOE IndustriALL and ITUC plus other organisations and members, as well as being in contact with local IFIs in production countries**

9. Where production is ongoing, have you taken steps to ensure suppliers are implementing measures to protect garment workers from infection (i.e. social distancing, sanitising practices, providing adequate protective equipment)? **Y/N YES we are following government directives, and continuously in discussion with suppliers and National Monitoring Committees (part of our set up under the Global Framework Agreement with global union IndustriAll and IF Metall, consisting of union members and H&M Group employees). Also where there is an identified need, specific initiatives to address this are taken, such as posters created with Better Factories Cambodia and H&M Group for factories, also donations made to various markets with PPE material**
10. Are you paying shareholder dividends? **Y/N or N/A for companies without public shareholders  
NO**
11. Please add any additional comments (optional):