

ROLE DESCRIPTION: COMPLIANCE MANAGER

WHAT YOU DO

As part of the Support Office Team, within the Security Department you ensure that procedures, standards, compliance strategies and auditing programs are managed accordingly.

Providing peace of mind, you manage and support your team to ensure the H&M Group is a place where employees and customers can feel safe.

You drive the 6 security areas by influencing behaviour through effective leadership, to reach the “right level of security” in your local organization.

WHO YOU ARE

Strong leader with the ability to create results.

Have a drive and ambition to keep the company and our colleagues secure and safe.

You motivate, inspire and drive others to comply with company security and safety policies and procedures.

You can communicate with people at all level and want to contribute to company’s meaningful growth.

HOW YOU DO IT

By acting in line with our values, having the right mindset and (if applicable) leadership you contribute to the business success of the H&M Group

No matter what your role may be at the H&M Group – WHAT you do is as important as HOW you do it.

WHAT YOU DO

Your responsibilities

Add/remove/change main areas of responsibilities and explain major tasks in a couple of bullet points

Risk Management You identify and implement compliance strategies and auditing programs to ensure that the company safety and security standards and goals are reached in accordance to local legislation.	<ul style="list-style-type: none">● Global Compliance Programs are followed, executed and corrective measures are taken● Plan and conduct auditing and internal monitoring based on the demands from the Green Security Standard – Sales Security Department● Secure that all audit and internal control results are reported via global tools and communicated to the relevant persons● Regular follow up on the result and set action plans with the different country functions, in order to develop procedures and guidelines● Detect any potential areas of compliance vulnerability, risks and act on these
Health and Safety <i>You contribute and sustain a healthy and safe working environment throughout the business operation by building a strong health and safety culture.</i>	<ul style="list-style-type: none">● Support the security department in taking preventive actions on health & safety matters.● Raise awareness by providing the essential safety and security training materials. Trainings are completed on a regular basis as per global and local requirements● Health & Safety incidents/accidents are reported accordingly
Loss Prevention/Asset Protection <i>You follow up and analyse main KPIs and initiate actions to increase profit, balancing long and short-term plans.</i>	<ul style="list-style-type: none">● Relevant technical knowledge on security systems, to assess and achieve compliancy with the Green Security Standards● Coordination of inventory preparation with the relevant departments involved to secure the accuracy of the count and data● Analysing the shrinkage results and follow up that the KPIs are reached based on the set targets● Constant support on the Loss Prevention Strategy for reducing shrinkage● Support the Security Department in executing fraudulent investigations
Information security <i>You are your managements security advisor by being aware and highlight the cyber security risks.</i>	<ul style="list-style-type: none">● Monitoring compliance with PCI DSS and Information security (Cyber security).● Support the Security Department on reaching acceptable levels for Information Security trainings.

Lead your team You secure the right knowledge and behaviour in your team	<ul style="list-style-type: none"> • Create conditions to enable performance of teams and individuals • Identify and develop talents in order to build (future) organisation and diverse team • Strengthen team and foster collaboration
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WHO YOU ARE

Your knowledge and personal characteristics

Knowledge consists of education, skills, experience

Education	<ul style="list-style-type: none"> • University degree (or equivalent) is optional • Other trainings /certificates professional courses relevant to the role can be an asset
Skills <i>Following skills are relevant and mandatory for the role</i>	<ul style="list-style-type: none"> • Experienced in safety and security routines • Fluent in English mandatory (written/spoken) • Problem solving ability, analytical and numeracy skills • Communication, presentation and training skills • Good organisational and planning skills • Good knowledge on policy implementation and compliance • Competent with Office 365 tools
Experience <i>Following experience is relevant and mandatory for the role</i>	<ul style="list-style-type: none"> • Relevant safety and security experience is required • Retail experience is optional but not a must • Managing team
Personal characteristics	<p>People and relationships Communicative / socially confident / supportive</p> <p>Tasks and projects: Analytical / methodical / operational / detail oriented</p> <p>Drives and emotions Resilient / ethical / decisive and action oriented / achievement oriented</p>

HOW YOU DO IT

Your behaviours: living the values, growth mindset, leadership (if applicable)

No matter what your role may be at H&M – WHAT you do is as important as HOW you do it. This part applies to all roles at H&M and should not be edited.

Our Values The spirit that defines our culture and reflects the heart and soul of H&M	Values in action Our values described as behaviours – shared by all H&M colleagues regardless of role		
<ul style="list-style-type: none"> • We are one team • We believe in people • Entrepreneurial spirit • Constant improvement • Cost conscious • Straight forward and open minded • Keep it simple 	TEAM PLAYER <ul style="list-style-type: none"> • Being open minded • Communicating clearly • Enjoying teamwork • Being flexible 	RESULT DRIVEN <ul style="list-style-type: none"> • Working towards goals • Trying new things • Improving efficiency • Developing yourself 	BUSINESS MINDED <ul style="list-style-type: none"> • Focusing on customer value • Taking responsible decisions • Seeking opportunities • Seeing the bigger picture
Growth mindset (also called the agile mindset)	<ul style="list-style-type: none"> • Positive attitude to change / embrace challenges / persevere in the face of failure • Desire to learn / putting effort to build new skills / learn from mistakes / ask for feedback and learn from it • Find inspiration in success of others 		
Leadership (if applicable) Our Global Leadership Expectations – behaviours shared by all leaders at H&M Group This part is currently under review and will be updated as soon as the new version is finalized. In the meantime we use the existing leadership expectations criteria.	Leadership in action <ul style="list-style-type: none"> • You act with trust and integrity • You lead by example • You lead with vision • You drive goals forward • You build your team • You communicate in an inspiring way • You develop others • You develop yourself 	In addition, our senior leaders should be evaluated against the following additional criteria: <ol style="list-style-type: none"> 1) has a holistic mindset and focuses on the success of the whole company and not only on the success of the own business 2) proactively involves and co-creates with different stakeholders and truly believes that diversity increases the quality of decisions 3) questions established “truths” to break new ground 4) is solid and stays calm and true to him/herself even under great stress and high pressure 5) is visionary and co-creates innovative and inspiring visions 6) passionately engages and empowers others to turn visions into reality 7) has an authentic and influential leadership presence 8) moves ideas into execution even under challenging circumstances. 9) is highly curious and genuinely interested in learning from diverse viewpoint 	