

ROLE DESCRIPTION:



## LOGISTIC CONTROLLER

**WHAT** YOU DO




**HOW** YOU DO IT

Responsible for maximising efficiency and profitability, you support all departments and the management team with all controlling aspects to achieve the goals.

You take as read to meet the expectations of customers and colleagues at all times, as well as following H&M procedures and standards.

By acting in line with our values and being a role model, you contribute to H&M's business success.

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



The **WHAT** in this role description is about your responsibilities, while the **HOW** is about living our values and using your competences to carry them out.

ROLE DESCRIPTION:  **WHAT YOU DO**  
**LOGISTIC CONTROLLER** Your responsibilities

<p><b>Colleagues</b></p> <p><i>You provide constructive guidance to DC management team and departments in regards to all controlling aspects in order to increase the overall result of your dc.</i></p> <p><i>Securing that all employee relation responsibilities, legal requirements and H&amp;M policies are fulfilled.</i></p>	<ul style="list-style-type: none"> <li>● You communicate clearly and in an inspiring way about business performance and goals</li> <li>● Together with HR perform high quality recruitment processes, and on boarding for controlling and other key roles.</li> <li>● Support and follow-up participation in recommended trainings.</li> <li>● Educate department heads on all controlling aspects</li> <li>● Promote a positive feedback culture</li> </ul>
<p><b>Cash and customer</b></p> <p><i>You identify business opportunities and implement strategies together with the dc management team to increase efficiency in all departments and securing that quality, accuracy and profit targets are reached.</i></p> <p><i>You follow up and analyse key KPI's of the DC and initiate actions to increase profit, balancing long and short term planning.</i></p>	<ul style="list-style-type: none"> <li>● Set the budget for efficiency, quality KPI's and DC costs together with department heads and dc management</li> <li>● Define and communicate the strategy to reach the goals together with the dc management team</li> <li>● Follow up on planning accuracy, service level and efficiency and initiate actions to improve</li> <li>● Continuously follow up on attainment of objectives with DC management team and department heads</li> <li>● Support departments to work efficiently towards their goals</li> <li>● Analyse reasons for deviations between actual results and budgets and initiate actions</li> <li>● Continuously develop working methods</li> <li>● Be an ambassador for a profitability mind set</li> </ul>

## Conscious

*Ensure compliance with routines.*

*Actively support the focus to decrease our overall environmental impact and secure that our logistic chain has a lower Co2 emission than industry average.*

- Guarantee correctness of monthly settlements and annual financial statement for the country organisation together with the accounting manager.
- Ensure relevant audit routines
- Oversee and initiate tendering of contracts with external vendors with appropriate frequency
- Support the security function on ensuring all routines regarding back office, loss prevention safety and security
- Be involved in logistic audits, follow up on results and take actions for improvements together with dc manager

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## Other knowledge and skills...

*... that will help you deliver on expectations:*

- Passion for numbers, people, and fashion flow
- Inspirational communicator and networker with excellent interpersonal skills (multicultural environment)
- An overall pro-active mind-set
- Analytical with the ability to draw conclusions and take actions accordingly

Your **WHAT** combined with your **HOW** = Your contribution to H&M's business success!



# ROLE DESCRIPTION: HOW YOU DO IT

## LOGISTIC CONTROLLER

<p><b>Our Values</b></p> <p><i>The spirit that defines our culture and reflects the heart and soul of H&amp;M</i></p>	<p><b>Values in action</b></p> <p><i>Our Values described as behaviours – shared by all H&amp;M colleagues regardless of role</i></p>	<p><b>Leadership in action</b></p> <p><i>Our Leadership Expectations – behaviours shared by all leaders at H&amp;M</i></p>
<ul style="list-style-type: none"> <li>● We believe in people</li> <li>● We are one team</li> <li>● Constant improvement</li> <li>● Straight forward and open minded</li> <li>● Entrepreneurial spirit</li> <li>● Keep it simple</li> <li>● Cost conscious</li> </ul> <p>In everything we do, sustainability is a natural part</p>	<p><b>TEAM PLAYER</b></p> <ul style="list-style-type: none"> <li>● Being open minded</li> <li>● Communicating clearly</li> <li>● Enjoying teamwork</li> <li>● Being flexible</li> </ul> <p><b>RESULT DRIVEN</b></p> <ul style="list-style-type: none"> <li>● Working towards goals</li> <li>● Trying new things</li> <li>● Improving efficiency</li> <li>● Developing yourself</li> </ul> <p><b>BUSINESS MINDED</b></p> <ul style="list-style-type: none"> <li>● Focusing on customer value</li> <li>● Taking responsible decisions</li> <li>● Seeking opportunities</li> <li>● Seeing the bigger picture</li> </ul>	<ul style="list-style-type: none"> <li>● You act with trust and integrity</li> <li>● You lead by example</li> <li>● You lead with vision</li> <li>● You drive goals forward</li> <li>● You build your team</li> <li>● You communicate in an inspiring way</li> <li>● You develop others</li> <li>● You develop yourself</li> </ul>

*OUR VALUES are the starting point for how we act. They form a red thread throughout the competences needed in your role.*

ROLE DESCRIPTION:  CONTRIBUTION MATRIX

**WHAT** YOU DO & **HOW** YOU DO IT

Exceptional	Always delivers beyond expectations (+++)	Is a true role model that engages others in our Values (+++)
High	Delivers on expectations and sometimes goes beyond (++)	Acts in line with our Values (++)
In progress	Most often delivers on expectations (+)	Most often acts in line with our Values (+)
Under	Rarely delivers on expectations (-)	Does not act in line with our Values (-)

*The Contribution Matrix is used in the annual Dialogue to support your development. We always assess both dimensions of performance: **WHAT** you do is as important as **HOW** you do it!*