



Annex: Our Sustainability Model indicators

01/ Indicators for social management of the supply chain

Supplier clusters⁽¹⁾

	2019
SPAIN	
Number of suppliers with purchase in the year	205
Number of sewing factories associated with suppliers with purchase	147
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	359
Workforce of manufacturers working for Inditex in Spain	14,170
PORTUGAL	
Number of suppliers with purchase in the year	170
Number of sewing factories associated with suppliers with purchase	751
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	455
Workforce of manufacturers working for Inditex in Portugal	54,433
MOROCCO	
Number of suppliers with purchase in the year	138
Number of sewing factories associated with suppliers with purchase	326
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	33
Workforce of manufacturers working for Inditex in Morocco	93,465
TURKEY	
Number of suppliers with purchase in the year	202
Number of sewing factories associated with suppliers with purchase	959
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	747
Workforce of manufacturers working for Inditex in Turkey	332,592
INDIA	
Number of suppliers with purchase in the year	122
Number of sewing factories associated with suppliers with purchase	165
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	238
Workforce of manufacturers working for Inditex in India	349,734
BANGLADESH	
Number of suppliers with purchase in the year	117
Number of sewing factories associated with suppliers with purchase	217
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	174
Workforce of manufacturers working for Inditex in Bangladesh	712,031

	2019
VIETNAM	
Number of suppliers with purchase in the year	8
Number of sewing factories associated with suppliers with purchase	122
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	21
Workforce of manufacturers working for Inditex in Vietnam	129,779
CAMBODIA	
Number of suppliers with purchase in the year	4
Number of sewing factories associated with suppliers with purchase	135
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	17
Workforce of manufacturers working for Inditex in Cambodia	141,900
CHINA	
Number of suppliers with purchase in the year	477
Number of sewing factories associated with suppliers with purchase	1,465
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	853
Workforce of manufacturers working for Inditex in China	504,449
PAKISTAN	
Number of suppliers with purchase in the year	55
Number of sewing factories associated with suppliers with purchase	84
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	66
Workforce of manufacturers working for Inditex in Pakistan	292,826
ARGENTINA⁽³⁾	
Number of suppliers with purchase in the year	19
Number of sewing factories associated with suppliers with purchase	18
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	51
Workforce of manufacturers working for Inditex in Argentina	3,512
BRAZIL⁽³⁾	
Number of suppliers with purchase in the year	3
Number of sewing factories associated with suppliers with purchase	4
Number of factories involved in other processes associated with suppliers with purchase ⁽²⁾	1
Workforce of manufacturers working for Inditex in Brazil	1,697

(1) Includes data of the main country in each cluster.

(2) Includes raw materials, cutting, dying and washing, printing and finishing. The main process has been considered for those factories that perform more than one process.

(3) All suppliers and active factories of the region are included for these data to be representative.

Ranking and volume of production of suppliers with purchase (*)

	2019			2018		
	NO. SUPPLIERS	% SUPPLIERS	% PRODUCTION	NO. SUPPLIERS	% SUPPLIERS	% PRODUCTION
A	784	40%	41%	661	35%	37%
B	1,051	53%	56%	1,045	56%	59%
C	44	2%	1%	80	4%	2%
CAP	38	2%	1%	47	3%	1%
PR	68	3%	1%	33	2%	1%
TOTAL	1,985	100%	100%	1,866	100%	100%

Ranking and volume of production of suppliers with purchase per region (*)

	2019			2018		
	NO. SUPPLIERS	% SUPPLIERS	% PRODUCTION	NO. SUPPLIERS	% SUPPLIERS	% PRODUCTION
AFRICA						
A	97	60%	64%	67	46%	52%
B	44	27%	24%	59	40%	37%
C	7	5%	6%	13	9%	9%
CAP	11	7%	5%	5	3%	2%
PR	2	1%	1%	1	2%	0%
TOTAL	161	100%	100%	145	100%	100%
AMERICAS						
A	8	47%	16%	13	59%	30%
B	9	53%	84%	8	36%	70%
C	0	0%	0%	1	5%	0%
CAP	0	0%	0%	0	0%	0%
PR	0	0%	0%	0	0%	0%
TOTAL	17	100%	100%	22	100%	100%
ASIA						
A	354	32%	37%	273	26%	30%
B	700	63%	62%	695	67%	66%
C	21	2%	1%	42	4%	3%
CAP	11	1%	0%	16	2%	1%
PR	21	2%	0%	14	1%	0%
TOTAL	1,107	100%	100%	1,040	100%	100%
EUROPE (NON-EU)						
A	58	27%	37%	76	38%	51%
B	131	61%	58%	89	45%	41%
C	10	5%	3%	14	7%	3%
CAP	12	5%	1%	18	9%	4%
PR	4	2%	1%	3	1%	1%
TOTAL	215	100%	100%	200	100%	100%
EUROPEAN UNION						
A	267	55%	50%	232	51%	41%
B	167	35%	49%	194	42%	58%
C	6	1%	0%	10	2%	0%
CAP	4	1%	0%	8	2%	0%
PR	41	8%	1%	15	3%	1%
TOTAL	485	100%	100%	459	100%	100%

(*) Supplier A: Complies with the Code of Conduct. Supplier B: Does not comply with some non-relevant aspect of the Code of Conduct. Supplier C: Does not comply with some sensitive, but not conclusive, aspect of the Code of Conduct. Supplier CAP: Supplier in Corrective Action Plan. Supplier PR: Undergoing an auditing process.

Audits per region 2019

GEOGRAPHICAL AREA	PRE-ASSESSMENT	SOCIAL	SPECIAL	TRACEABILITY	TOTAL
Africa	110	406	57	184	757
Americas	12	19	112	299	442
Asia	1,955	3,020	1,117	484	6,576
Europe (non-EU)	388	1,660	236	258	2,542
European Union	324	1,306	97	171	1,898
TOTAL	2,789	6,411	1,619	1,396	12,215

2019 External and internal audits

	PRE-ASSESSMENT	SOCIAL	SPECIAL	TRACEABILITY	TOTAL
Internal	22	404	1,123	650	2,199
External	2,767	6,007	496	746	10,016
TOTAL	2,789	6,411	1,619	1,396	12,215

2019 Corrective Action Plan in factories with sensitive non-compliances with the Code of Conduct

GEOGRAPHICAL AREA	FACTORIES THAT STARTED THE IMPROVEMENT PROCESS	FACTORIES THAT IMPROVED COMPLIANCE	FACTORIES IN PROCESS OF IMPROVEMENT	% OF CAPS SUCCESSFULLY COMPLETED
Africa	26	3	16	30%
Americas	0	0	0	-
Asia	118	25	70	52%
Europe (non-EU)	197	40	96	40%
European Union	59	22	19	55%
TOTAL	400	90	201	45%

02/ Indicators for our product's health and safety

02.01/ Results of the Picking Programme

The Picking Programme allows us to validate that our products comply with the health and safety standards of the Group, *Clear to Wear* (CtW) and *Safe to Wear* (StW). In 2019 the initial degree of compliance with our standards was 97.4%. For those initially non-complying cases (2.6%), we apply remediation protocols so that these products are properly fixed and the presence of restricted substances is eliminated or parameters such as colour soundness are improved to achieve compliance.

Degree of initial compliance

	2019	2018	2017	2016
CTW - Chemical Substances	98.9%	99.1%	99.1%	99.2%
CTW - Parameters	98.8%	98.6%	98.9%	98.2%
CTW	97.8%	97.7%	98.0%	97.5%
STW - Parameters	99.8%	99.8%	99.8%	99.9%
STW - Design	99.7%	99.8%	99.8%	99.7%
STW	99.6%	99.6%	99.6%	99.6%
CTW+STW	97.4%	97.4%	97.6%	97.1%

Degree of initial compliance by geographical area

AFRICA	2019	2018	2017	2016
CTW	98.4%	97.7%	98.4%	98.0%
STW	98.8%	99.4%	99.0%	99.2%
CTW+STW	97.2%	97.1%	97.4%	97.3%

AMERICAS	2019	2018	2017	2016
CTW	100%	96.1%	97.7%	98.7%
STW	100%	100%	100%	100%
CTW+STW	100%	96.1%	97.7%	98.7%

ASIA	2019	2018	2017	2016
CTW	97.5%	97.5%	97.7%	97.1%
STW	99.7%	99.8%	99.8%	99.8%
CTW+STW	97.3%	97.3%	97.6%	96.9%

EUROPEAN UNION	2019	2018	2017	2016
CTW	98.8%	98.3%	98.7%	98.2%
STW	99.4%	99.5%	99.3%	99.3%
CTW+STW	98.2%	97.8%	98.1%	97.5%

EUROPE (NON-EU)	2019	2018	2017	2016
CTW	95.8%	99.6%	98.7%	97.3%
STW	100%	100%	100%	99.0%
CTW+STW	95.8%	99.6%	98.7%	96.2%

02.02/ Ready to Manufacture Programme

The *Ready to Manufacture* (RtM) Programme defines a number of rules and requirements applicable to all Inditex direct suppliers, both of textiles and leather, as well as their wet process facilities (dry cleaners, laundries, tanneries and stamping).

To ensure compliance with the Ready to Manufacture code, a supervision and control programme is applied to the facilities involved in our production. In 2018, 1,373 audits were performed⁽²⁾.

(2) The difference in audits compared to the previous year is due to the change of strategy – addition of the RtM audits to the *Green to Wear* standard. This means that the programme only affected the first eight months of 2019.



Facilities audited in the *Ready to Manufacture* Programme by geographical area and process

	DRY CLEANERS				LAUNDRIES				STAMPING				TANNERIES				MIX			
	2019	2018	2017	2016	2019	2018	2017	2016	2019	2018	2017	2016	2019	2018	2017	2016	2019	2018	2017	2016
Africa	6	22	15	10	13	9	10	6	12	9	4	4	0	0	0	0	23	3	3	2
Asia	424	457	373	299	315	225	173	98	166	156	138	97	58	30	20	17	639	182	140	121
European Union	79	133	75	72	27	22	14	17	92	78	68	70	37	26	14	17	239	33	26	29
TOTAL GENERAL	509	612	463	381	355	256	197	121	270	243	210	171	95	56	34	34	901	218	169	152

Health and Safety claims

Safeguarding the health and safety of our customers is a top priority at Inditex. Therefore, the Company has in place exacting standards, constant training and awareness-raising schemes, as well as thorough prevention and control programmes allowing it to reach the highest security standards with respect to the appearance of nonconformities. Notwithstanding this, in the event of any potential incidents, product health and safety teams are permanently in contact and liaising with our customer service, countries management teams, and teams from any other areas within the Company which might serve

as a potential communication channel of incidents and/or claims. In particular, any notice given or claim laid by any customer, inspection body, non-governmental organisation or any other health, safety and/or environmental sustainability-related body, is addressed to our health and safety teams for evaluation and monitoring. As part of Inditex's commitment, where there are signs that a product on sale is likely to be hazardous, the product would be withdrawn from the market and all units thereof sold would be recalled, bringing such measures to the attention of our customers through the relevant channels.

No product health and safety withdrawals have been made during 2018 and 2019.



03/ Decarbonisation and circularity indicators

A set of quantitative environmental indicators, their performance in 2019 and their evaluation in recent years are covered in the chapter entitled Decarbonisation and Circularity (page 160 of this Annual Report). These quantitative indicators allow the advances obtained through the management of natural and energy resources during the year to be assessed.

03.01/ Scope of the indicators

The environmental indicators system includes the data obtained between 1 February 2019 and 31 January 2020.

The data are shown in absolute and relative terms, with the latter being calculated and the level of net sales, for the purpose of representing the efficiency reached after the Company activities and the continuous improvement derived from the management.

The scope of the indicators includes the facilities of the Inditex Group, specifically:

- The head office and the brand head offices: Zara, Pull&Bear, Massimo Dutti, Bershka, Stradivarius, Oysho, Zara Home, Uterqüe and Tempe, all of them located in Spain.
- All Group factories, all of them located in Spain.
- All Group logistics centres.
- All of our own stores.

International offices are not included within the scope. Indicators where the scope is different are given together with the relevant data.

03.02/ Calculations of relative indicators

The calculation of the relative indicators is performed according to the following formula:

- Ratio per square metre (m²) = (absolute value of the year/ total surface area in m²) x 1,000
- Ratio per accounting sales = (absolute value of the year/€) x 1000 (*)

(*) Includes sales made by our stores and to franchisees.

03.03/ Greenhouse gas (GHG) emissions

The Greenhouse Gas (GHG) emissions of the Inditex Group are calculated and reported following the international guidelines of the Intergovernmental Panel on Climate Change, IPCC (*Guidelines for National Greenhouse Gas Inventories*, 2006) and the World Resources Institute (*GHG Protocol*, 2015).

03.03.01/ Factors employed in the calculation

The emission factors employed are as follows:

- Natural gas: 0.2021 Kg CO₂eq/kWh.
- Diesel: 2.6853 Kg CO₂eq/litre
- Fuel oil: 2.9486 Kg CO₂eq/litre
- Kerosene: 2.4995 Kg CO₂eq/litre

The emission factors applied to natural gas, diesel, fuel oil and kerosene come from the GHG Protocol tool for the calculation of emissions derived from stationary combustion, version 4.1 of the World Resources Institute (WRI), 2015. For the calculation of emissions for electricity consumption, the emission factor for the energy mix of each market where Inditex is present has been used. The database used corresponds to the GHG Protocol calculation tool of emissions derived from the electricity purchased, version 4.9 of the World Resources Institute (WRI), 2017.

- Conversion factors:

- 1 tonne of diesel = 1.035 equivalent tonnes of oil (tep.).
- 1 tonne of fuel oil = 0.96 equivalent tonnes of oil (tep.).
- 1 tonne of kerosene = 1.065 equivalent tonnes of oil (tep.).
- Diesel density = 0.832 kg/litre at 15°C (Joint Research Centre, 2007).
- Fuel oil density = 0.79 kg/litre (World Resource Institute (2015). *GHG Protocol tool for stationary combustion*. V.4.1.)
- Kerosene density = 0.94 kg/litre (World Resource Institute (2015). *GHG Protocol tool for stationary combustion*. V.4.1.)
- 1 tep = 41.868 GJ.
- 1 GJ = 277.778 kWh.

04/ Working for the community indicators

	2019	2018	2017	2016	VARIATION 2016-2019
CORPORATE COMMUNITY INVESTMENT	49,231,909	46,218,895	48,129,552	40,042,744	23%

FORM OF CONTRIBUTION (IN EUROS)	2019	2019%	2018	2018%	2017	2017%	2016	2016%	VARIATION 2016-2018	
Cash	33,248,048	68%	30,109,825	65%	31,563,507	66%	27,980,509	70%	19%	MANAGEMENT COSTS INCLUDED
Time	3,668,531	7%	3,542,309	8%	2,204,859	5%	1,929,798	5%	90%	
In-kind	11,684,094	24%	11,935,563	26%	13,812,547	29%	9,584,482	24%	22%	
Management costs	631,236	1%	631,198	1%	548,639	1%	547,955	1%	15%	
TOTAL	49,231,909	100%	46,218,895	100%	48,129,552	100%	40,042,744	100%	23%	

DRIVER FOR CONTRIBUTION (IN EUROS)	2019	2019%	2018	2018%	2017	2017%	2016	2016%	VARIATION 2016-2018	
Charitable gifts	1,633,093	3%	1,801,149	4%	3,263,743	7%	3,395,686	9%	-52%	MANAGEMENT COSTS EXCLUDED
Community investment	36,668,336	76%	36,179,975	79%	37,020,064	78%	29,245,004	74%	25%	
Commercial initiatives in the community	10,299,244	21%	7,606,572	17%	7,297,107	15%	6,854,099	17%	50%	
TOTAL	48,600,673	100%	45,587,697	100%	47,580,913	100%	39,494,788	100%	23%	

ISSUE ADDRESSED (IN EUROS)	2019	2019%	2018	2018%	2017	2017%	2016	2016%	VARIATION 2016-2018	
Education	8,501,897	17%	7,468,318	16%	7,727,769	16%	6,396,302	16%	33%	MANAGEMENT COSTS EXCLUDED
Health	2,798,355	6%	3,861,618	8%	3,725,615	8%	1,964,536	5%	42%	
Economic development	1,304,020	3%	1,610,820	4%	1,735,233	4%	1,246,446	3%	5%	
Environment	5,446,742	11%	3,586,327	8%	2,653,158	6%	2,368,334	6%	130%	
Arts and Culture	1,221,122	3%	870,924	2%	870,516	2%	1,069,238	3%	14%	
Social Welfare	19,646,921	40%	19,098,184	42%	20,180,975	42%	15,768,106	40%	25%	
Emergency Relief	9,681,616	20%	9,044,621	20%	10,687,647	22%	10,681,827	27%	-9%	
Others	0	0%	46,883	0%	0	0%	0	0%	0%	
TOTAL	48,600,673	100%	45,587,697	100%	47,580,913	100%	39,494,788	100%	23%	

LOCATION OF ACTIVITY (IN EUROS)	2019	2019%	2018	2018%	2017	2017%	2016	2016%	VARIATION 2016-2018	
Spain	17,529,175	36%	20,297,453	45%	20,893,381	44%	18,230,407	46%	-4%	MANAGEMENT COSTS EXCLUDED
Europe (excl. Spain)	7,464,704	15%	5,643,921	12%	5,356,042	11%	5,364,428	14%	39%	
Americas	13,328,564	27%	10,208,058	22%	11,387,545	24%	10,459,233	26%	27%	
Asia and Rest of the World	10,278,231	22%	9,438,265	21%	9,943,946	21%	5,440,720	14%	89%	
TOTAL	48,600,673	100%	45,587,697	100%	47,580,913	100%	39,494,788	100%	23%	

SDGS (IN EUROS)									TOTAL
	2019	2019%	2018	2018%	2017	2017%	2016	2016%	2016 -2019
1. End of poverty	52,547	0.1%	161,176	0.4%	1,459,180	3.1%	1,373,014	3.5%	3,045,917
2. Zero hunger	399,582	0.8%	163,364	0.4%	221,255	0.5%	498,408	1.3%	1,282,609
3. Good health and well-being	7,375,925	15.2%	7,260,232	15.9%	6,778,230	14.2%	4,467,632	11.3%	25,882,019
4. Quality education	5,405,862	11.1%	5,824,809	12.8%	6,228,674	13.1%	4,755,360	12.0%	22,214,705
5. Gender equality	2,581,715	5.3%	1,687,518	3.7%	1,744,451	3.7%	1,086,758	2.8%	7,100,441
6. Clean water and sanitation	952,531	2.0%	785,861	1.7%	812,227	1.7%	869,033	2.2%	3,419,652
7. Affordable, clean energy	20,000	0.0%	20,000	0.0%	135,237	0.3%	70,850	0.2%	246,087
8. Decent work and economic growth	7,859,961	16.2%	8,334,396	18.3%	9,857,883	20.7%	7,433,487	18.8%	33,485,727
9. Industry, innovation and infrastructure	1,884,953	3.9%	446,410	1.0%	950,353	2.0%	1,069,291	2.7%	4,351,007
10. Reduced inequality	9,870,828	20.3%	9,294,145	20.4%	8,630,758	18.1%	6,784,429	17.2%	34,580,161
11. Sustainable cities and communities	1,243,389	2.6%	1,206,475	2.6%	1,225,581	2.6%	1,608,358	4.1%	5,283,803
12. Responsible production and consumption	8,818,385	18.1%	7,745,279	17.0%	7,453,651	15.7%	6,673,675	16.9%	30,690,990
13. Climate action	88,294	0.2%	89,427	0.2%	109,290	0.2%	65,514	0.2%	352,525
14. Underwater life	270,429	0.6%	378,437	0.8%	215,708	0.5%	453,811	1.1%	1,318,385
15. Life of terrestrial ecosystems	289,465	0.6%	379,806	0.8%	153,172	0.3%	492,714	1.2%	1,315,157
16. Peace, justice and strong institutions	621,561	1.3%	608,050	1.3%	470,933	1.0%	590,613	1.5%	2,291,157
17. Partnerships to achieve goals	865,247	1.8%	1,202,312	2.6%	1,134,331	2.4%	1,201,842	3.0%	4,403,731
TOTAL	48,600,673	100%	45,587,697	100%	47,580,913	100%	39,494,788	100%	181,264,071

MANAGEMENT
COST EXCLUDED

OUTPUT INDICATORS					VARIATION
	2019	2018	2017	2016	2016-2018
Number of hours spent by employees on CCI activities during working hours	122,284	118,077	73,457	64,327	90%
Number of CCI projects implemented	670	622	594	519	29%
Number of garments donated to social causes	3,164,804	3,225,462	3,673,993	2,083,980	52%
Number of direct beneficiaries	2,441,300	2,425,639	1,584,446	1,093,401	123%
Number of community organisations supported	421	413	409	367	15%
					TOTAL
					2016 -2019
Number of children with access to education	43,443	48,794	30,461	46,406	169,104
Number of people receiving professional training	26,763	32,514	27,311	38,096	124,684
Number of migrants, refugees and displaced people assisted	405,335	952,935	306,702	185,262	1,850,234
Number of people receiving medical care	930,223	1,078,634	867,671	255,078	3,131,606
Number of jobs created through CCI projects	11,288	16,437	12,200	14,290	54,215

LEVERAGE (ADDITIONAL RESOURCES FROM OTHER SOURCES) (IN EUROS)				VARIATION
	2019	2018	2017	2017-2019
Employees	272,720	68,513	328,256	-17%
Customers	320,360	423,558	258,976	24%
Other sources	78,698,187	49,335,836	12,050,493	553%
TOTAL LEVERAGE	79,291,268	49,827,907	12,637,725	527%

IMPACT INDICATORS	2019	2018	2017	2016	VARIATION 2016-2019
Number of direct beneficiaries for which impact has been measured	2,406,380	2,401,097	1,527,237	571,577	321%

DEPTH OF IMPACT (NUMBER OF BENEFICIARIES THAT...):	2019	2019%	2018	2018%	2017	2017%	2016	2016%	VARIATION 2016-2019
Made a connection as a result of the initiative	1,108,752	46%	599,741	25%	89,846	6%	63,692	11%	1641%
Made an improvement as a result of the initiative	890,818	37%	1,450,128	60%	993,661	65%	415,059	73%	115%
Made a transformation as a result of the initiative	406,810	17%	351,262	15%	443,730	29%	92,826	16%	338%






TYPE OF IMPACT (NUMBER OF BENEFICIARIES THAT...):	2019	2019%	2018	2018%	2017	2017%	2016	2016%	VARIATION 2016-2019
Experienced a positive change in their behaviour or attitude as a result of the initiative	374,548	16%	324,788	14%	604,199	40%	227,878	40%	64%
Developed new skills or an increase in their personal effectiveness	71,321	3%	59,921	2%	56,312	4%	77,561	14%	-8%
Experienced a direct positive impact on their quality of life	1,300,898	54%	1,743,085	73%	1,377,413	90%	452,681	79%	187%

SOCIAL CASH FLOW (IN MILLIONS OF EUROS)	2019	2018	2017	2016	2015
Net cash received for the sale of products and services	28,286	26,145	25,336	23,311	20,900
Flow received from financial investments	31	29	26	21	23
Cash received for sales of assets	40	159	381		
TOTAL VALUE ADDED FLOW	28,357	26,333	25,743	23,332	20,924


DISTRIBUTION OF VALUE ADDED FLOW	2019	2018	2017	2016	2015
Remuneration to employees for services	4,430	4,136	3,961	3,643	3,335
Tax on profits paid	1,207	1,070	1,029	798	977
Return of financial debt	-49	73	-47	53	-5
Dividends delivered to shareholders	2,741	2,335	2,127	1,871	1,626
Corporate community investment	49	46	48	40	35
Cash retained for future growth	1,284	510	759	833	460
Payments made outside the Group for the purchase of goods, raw materials and services	17,669	16,586	16,088	14,649	12,943
Payments made for investments in new productive assets	1,026	1,577	1,778	1,445	1,552
TOTAL DISTRIBUTION OF VALUE ADDED FLOW	28,357	26,333	25,743	23,332	20,924


05/ Contribution made by Inditex towards the Sustainable Development Goals. Key indicators

SUSTAINABLE DEVELOPMENT GOAL	TARGETS	SUSTAINABILITY OF THE MODEL	MAIN RELATED DISCLOSURE	PAGES
	1.2	Working for the community	GRI 203-2	230-249
	2.1	Working for the community	GRI 203-2	230-249
	2.4	Working for the community	GRI 203-2	230-249
	3.4	People, at the forefront of our transformation	GRI 403-2	73
	3.8	Working for the community	GRI 203-2	230-249
	3.9	Global and cross-cutting sustainable approach - Social management of the supply chain	Workers benefiting from health and safety programmes	123
	3.9	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 305-1	165, 324
	3.9	Global and cross-cutting sustainable approach - Product Health and Safety	Chemical substances included in the Manufacturing Restricted Substances List (MRSL)	152-153
	4.4 and 4.5	People, at the forefront of our transformation	GRI 404-1	64-65
	4.4 and 4.5	Working for the community	GRI 203-2	230-249
	5.1	People, at the forefront of our transformation	GRI 405-1	68-69
	5.1	Global and cross-cutting sustainable approach - Social management of the supply chain	GRI 406-1	456
	5.1	Robust compliance architecture	GRI 405-1	230-249
	5.1	Working for the community	GRI 203-2	144-147
	5.2	Global and cross-cutting sustainable approach - Social management of the supply chain	GRI 414-2	144-147
	5.5	Robust compliance architecture	GRI 102-22	271-274
	6.3	Global and cross-cutting sustainable approach - Environmental management of the supply chain	GRI 306-1	174
	6.4	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 303-1	230-249
	6.4	Working for the community	GRI 203-2	230-249
	7.2	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 302-1	163-164, 166, 170, 324
	7.2	Working for the community	GRI 203-2	230-249
	7.3	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 302-4	163-164, 166, 170, 324
	8.5	People, at the forefront of our transformation	GRI 102-28	280-282
	8.5	Global and cross-cutting sustainable approach - Social management of the supply chain	Workers involved in the 2019-2022 Workers at the Centre programmes	101
	8.5	Working for the community	GRI 203-2	230-249
	8.5	Robust compliance architecture	Policies formalising Inditex's commitment to decent work	71, 101, 305-306
	8.6	People, at the forefront of our transformation	GRI 401-1	456
	8.6	Working for the community	GRI 203-2	230-249
	8.7	Global and cross-cutting sustainable approach - Social management of the supply chain	GRI 408-1	142-145
	8.7	Global and cross-cutting sustainable approach - Social management of the supply chain	GRI 409-1	142-145
	8.8	Working for the community	GRI 203-2	230-249
	8.8	People, at the forefront of our transformation	GRI 407-1	104-108, 111, 144
	8.8	Global and cross-cutting sustainable approach - Social management of the supply chain	GRI 407-1	104-108, 111, 144
	9.2	Tax transparency	GRI 201-1	327
	9.4	Working for the community	GRI 203-1	15, 228-229, 325-327
	9.4	Global and cross-cutting sustainable approach - Environmental management of the supply chain	Number of facilities involved in the <i>Ready to Manufacture</i> programme	150
	9.4	Global and cross-cutting sustainable approach - Decarbonisation and circularity	Number of eco-efficient stores and reduction in consumption associated with them	170
	9.5	Innovation in the customer experience	Innovation initiatives carried out in the scopes of people, industry, planet and communities	193-211









































SUSTAINABLE DEVELOPMENT GOAL	TARGETS	SUSTAINABILITY OF THE MODEL	MAIN RELATED DISCLOSURE	PAGES
	10.2	Working for the community	GRI 203-2	230-249
	10.3	People, at the forefront of our transformation	GRI 405-2	70
	10.7	Global and cross-cutting sustainable approach - Social management of the supply chain	Workers benefiting from protection of migrants programmes	129
	11.2	Working for the community	GRI 203-1	15, 228-229, 325-327
	12.2	People, at the forefront of our transformation	Number of internal people dedicated to sustainability	15
	12.2	Global and cross-cutting sustainable approach - Design	Training designers in the principles of circular economy	80
	12.2	Global and cross-cutting sustainable approach - Selection of materials	GRI 301-1	84
	12.2	Global and cross-cutting sustainable approach - Our supply chain	Identification of suppliers and manufacturers	89, 91-92
	12.2	Global and cross-cutting sustainable approach - Social management of the supply chain	Trained suppliers	146
	12.2	Global and cross-cutting sustainable approach - Environmental management of the supply chain	GRI 302-2	165, 324
	12.2	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 301-2	84-85
	12.2	Working for the community	GRI 203-2	230-249
	12.4	Global and cross-cutting sustainable approach - Product Health and Safety	Chemical substances regulated in <i>The List</i> , by Inditex	149, 322
	12.4	Global and cross-cutting sustainable approach - Environmental management of the supply chain	GRI 306-1	174
	12.5	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 301-2	180-182
12.5	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 306-2	180-182	
12.8	Innovation in the customer experience	Number of enquiries received through the different customer service channels	188	
	13.1	Global and cross-cutting sustainable approach - Environmental management of the supply chain	GRI 305-5	163, 165, 324
	13.1	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 306-2	180-182
	13.1	Working for the community	GRI 203-2	230-249
	14.1	Global and cross-cutting sustainable approach - Environmental management of the supply chain	Actions within the framework of the Commitment to Zero Discharge of Hazardous Chemicals by 2020	149-151
	14.3	Global and cross-cutting sustainable approach - Decarbonisation and circularity	GRI 305-1	165, 324
	14.3	Working for the community	GRI 203-2	230-249
	15.1	Global and cross-cutting sustainable approach - Selection of materials	GRI 304-2	84-87
	15.2	Working for the community	GRI 203-2	230-249
	16.3	Working for the community	GRI 203-2	230-249
	16.5	Robust compliance architecture	GRI 205-1	305-306
	16.7	Robust compliance architecture	GRI 102-24	277-279, 290-293
	16.7	Thinking about the Shareholders	Requests attended by the shareholder's office	253
	17.16	Global and cross-cutting sustainable approach - Social management of the supply chain	Cooperation relationship with international entities	104-141, 312-313
	17.16	Working for the community	GRI 203-2	230-249
	17.16	Partnerships and collaborations	Cooperation relationship with international entities	309-314
	17.17	Global and cross-cutting sustainable approach - Social management of the supply chain	Public-private partnerships	140, 310-314
	17.17	Robust compliance architecture	Meetings of the Social Advisory Board	299
	17.17	Working for the community	GRI 203-2	230-249
	17.17	Partnerships and collaborations	Public-private partnerships	140, 310-314

 Indicators selected by Inditex from the guide: *Business Reporting on the SDGs: An Analysis of Goals and Targets*.

 Indicators established by Inditex which correspond to disclosures present in the GRI standards.

 Internal indicators established by Inditex.

06/ Balance of material topics

MATERIAL TOPIC	GRI STANDARD	CONTENT	BOUNDARY ^(*)	INVOLVEMENT ^(**)
PEOPLE, AT THE FOREFRONT OF OUR TRANSFORMATION				
Diversity, equality and inclusion	GRI 103: Management approach 2016 GRI 405: Diversity and equal opportunities 2016 GRI 406: Non-discrimination 2016	103-1 to 103-3 405-1 to 405-2 406-1		
Labour practices (own operations)	GRI 103: Management approach 2016 GRI 401: Employment 2016 GRI 402: Labour/management relations 2016 GRI 403: Occupational health and safety 2016 GRI 407: Freedom of association and collective bargaining 2016	103-1 to 103-3 401-1 to 401-3 402-1 403-1 to 403-4 407-1		
Attracting and retaining talent	GRI 103: Management approach 2016 GRI 401: Employment 2016	103-1 to 103-3 401-1 to 401-3		
Development of human capital	GRI 103: Management approach 2016 GRI 404: Training and education 2016	103-1 to 103-3 404-1 to 404-3		
Women empowerment	GRI 103: Management approach 2016	103-1 to 103-3		
GLOBAL AND CROSS-CUTTING SUSTAINABLE APPROACH				
Women empowerment	GRI 103: Management approach 2016	103-1 to 103-3		
Responsible purchasing practices	GRI 103: Management approach 2016	103-1 to 103-3		
Promotion of socially sustainable production environments	GRI 103: Management approach 2016 GRI 412: Human rights assessment 2016 GRI 414: Supplier social assessment 2016	103-1 to 103-3 412-1 to 412-3 414-1 to 414-2		
Respect for human and labour rights in the supply chain	GRI 103: Management approach 2016 GRI 408: Child labour 2016 GRI 409: Forced or compulsory labour 2016 GRI 412: Human rights assessment 2016 GRI 414: Supplier social assessment 2016	103-1 to 103-3 408-1 409-1 412-1 to 412-2 414-1 to 414-2		
Transparency and traceability of the supply chain	GRI 103: Management approach 2016	103-1 to 103-3		
Protection of biodiversity	GRI 103: Management approach 2016 GRI 304: Biodiversity 2016	103-1 to 103-3 304-1 to 304-4		
Sustainable products	GRI 103: Management approach 2016 GRI 301: Materials 2016	103-1 to 103-3 301-1 to 301-3		
Management of chemical substances and sustainable processes in manufacturing	GRI 103: Management approach 2016 GRI 306: Effluents and waste 2016 GRI 308: Supplier environmental assessment 2016	103-1 to 103-3 306-1 to 306-5 308-1 to 308-2		
Product quality, health and safety	GRI 103: Management approach 2016 GRI 416: Customer Health and Safety 2016	103-1 to 103-3 416-1 to 416-2		
Product information and labelling	GRI 103: Management approach 2016 GRI 417: Marketing and labelling 2016	103-1 to 103-3 417-1 to 417-3		
Animal welfare	GRI 103: Management approach 2016 GRI 304: Biodiversity 2016	103-1 to 103-3 304-1 to 304-4		
Circularity	GRI 103: Management approach 2016 GRI 301: Materials 2016 GRI 306: Effluents and waste 2016	103-1 to 103-3 301-1 to 301-3 306-1 to 306-5		
Energy and climate change	GRI 103: Management approach 2016 GRI 302: Energy 2016 GRI 305: Emissions 2016	103-1 to 103-3 302-1 to 302-5 305-1 to 305-7		
Use of water	GRI 103: Management approach 2016 GRI 303: Water 2016 GRI 306: Effluents and waste 2016	103-1 to 103-3 303-1 to 303-3 306-1, 306-3, 306-5		
Packaging	GRI 103: Management approach 2016 GRI 301: Materials 2016	103-1 to 103-3 301-1 to 301-3		

MATERIAL TOPIC	GRI STANDARD	CONTENT	BOUNDARY ^(*)	INVOLVEMENT ^(**)
INNOVATION IN THE CUSTOMER EXPERIENCE				
Customer relationship management	GRI 103: Management approach 2016	103-1 to 103-3		
Brand management	GRI 103: Management approach 2016	103-1 to 103-3		
Integrated customer experience	GRI 103: Management approach 2016	103-1 to 103-3		
Cyber-security and data protection	GRI 103: Management approach 2016 GRI 418: Customer privacy 2016	103-1 to 103-3 418-1		
Technological innovation	GRI 103: Management approach 2016	103-1 to 103-3		
TAX TRANSPARENCY				
Transparency and tax contribution	GRI 103: Management approach 2016 GRI 203: Indirect economic impacts 2016	103-2 to 103-3 203-1		
WORKING FOR THE COMMUNITY				
Investment in the community	GRI 103: Management approach 2016 GRI 203: Indirect economic impacts 2016 GRI 413: Local communities 2016	103-1 to 103-3 203-1 to 203-2 413-1 to 413-2		
Socioeconomic impact on society	GRI 103: Management approach 2016 GRI 201: Economic performance 2016 GRI 203: Indirect economic impacts 2016	103-1 to 103-3 201-1 to 201-4 203-1 to 203-2		
THINKING ABOUT THE SHAREHOLDERS				
Regulatory compliance and responsible practices	GRI 103: Management approach 2016 GRI 206: Anti-competitive behaviour GRI 307: Environmental compliance 2016 GRI 419: Socioeconomic compliance 2016	103-1 to 103-3 206-1 307-1 419-1		
ROBUST COMPLIANCE ARCHITECTURE				
Corporate Governance	GRI 103: Management approach 2016 GRI 415: Public Policy 2016	103-1 to 103-3 415-1		
Risk management and control systems	GRI 103: Management approach 2016	103-1 to 103-3		
Corruption and bribery	GRI 103: Management approach 2016 GRI 205: Anti-corruption 2016 GRI 415: Public policy 2016 GRI 419: Socioeconomic compliance 2016	103-1 to 103-3 205-1 to 205-3 415-1 419-1		
PARTNERSHIPS AND COLLABORATIONS				
Relationship with stakeholders	GRI 103: Management approach 2016	103-1 to 103-3		

Within the organisation
 Outside the organisation
 Within and outside the organisation
 Direct
 Indirect

(*) Indicates where the impact takes place, within the organisation, outside of it or both.

(**) Indicates the involvement of the organisation concerning the impact.

Direct: The organisation is directly linked to the impact.

Indirect: The organisation is linked to the impact through its business relations.