












WORKING FOR THE COMMUNITY

We understand Corporate Community Investment as an opportunity to contribute to the United Nations 2030 Agenda for Sustainable Development through the application of our business resources, both monetary and in-kind, and the time of the employees that make up our staff.

SDGs	Goals	Contribution of Inditex
	3.4	We run a range of programmes focused on community health and wellbeing. We collaborate with benchmark entities such as MSF, the Red Cross and Medicus Mundi on the provision of medical assistance in emergency situations as well as regular health and wellbeing programmes.
	3.8	
	4.4	Education is one of the three core lines of initiative of our Corporate Community Investment strategy. The aim of our efforts in this arena is to create opportunities by offering quality education so as to enable decent standards of living, foster social justice and facilitate personal growth.
	4.5	
	5.1	Gender equality and the empowerment of women and girls are also key objectives of our community development work. Here it is worth highlighting our work alongside entities such as Every Mother Counts, Water.org and MSF, among others.
	8.5	We are engaged in a range of initiatives designed to foster jobs for vulnerable individuals in order to facilitate their integration and champion sustainable development in our business communities. We collaborate with non-profits and social enterprises whose mission is to build a more diverse and inclusive society.
	8.6	
	8.8	
	10.2	We run a host of initiatives designed to promote integration into society and reduce inequality. That effort includes in-kind contributions by Inditex to people in need, channelled through renowned international charities.
	12.2	At Inditex our effort to encourage responsible production and consumption extends to initiatives related with community wellbeing. More specifically, we run social economy projects that breathe new life into clothing and footwear through a second use or recycling.
	17.6	Our collaboration and alliances with a number of entities are essential to carrying out our Corporate Community Investment Programme. In 2019, we collaborated closely with more than 400 community organizations to tackle shared projects that they spearhead on the ground, working together to further society's development. Thanks to that network of collaboration, we carried out 670 community initiatives last year.
	17.7	

 More information on pages 328 and 329 of this Annual Report.

Corporate Community Investment

Our Corporate Community Investment (CCI) Programme encompasses initiatives that respond to the commitment to contribute to the development of society, especially in those geographical areas in which we carry out our activity. In this regard, we understand CCI as an opportunity to contribute to the United Nations 2030 Agenda for Sustainable Development through the application of our business resources, both monetary and in-kind, and the time of employees that make up our staff.

Our Corporate Citizenship Policy establishes our group-wide strategy in place regarding social programmes. This

strategy is articulated from specific projects focused on the following three priority issues:

- **Humanitarian assistance**, relief actions aimed at protecting the life, health and well-being of people in emergency situations caused by natural catastrophes or similar situations;
- **Employment**, initiatives that promote the employment and entrepreneurship of vulnerable groups, favouring the labour integration of people in a situation or at risk of social exclusion; and
- **Education**, actions aimed at providing opportunities through quality education that enables a decent life and promotes social justice and personal growth for young people.

Our Corporate Community Investment exceeded 49 million euros in 2019. We used them to develop 670 community projects that have benefited more than 2.4 million people and that have especially impacted the SDGs most related to our activity.

These priority issues materialised in 2019 in the development of specific community activities, including:

- The launch of new projects related to academia and sustainability, such as the MIT-Spain Inditex Sustainability Seed fund and the Inditex Materials Science and Engineering Fellowship Fund Chair in collaboration with the Massachusetts Institute of Technology; the Sustainable Development Fund programme in collaboration with Tsinghua University and the renewal of the Inditex Chair for Refugees and Forced Migrants in collaboration with the Universidad Pontificia de Comillas.
- The promotion of new initiatives aligned with our business, such as the Moda Re circularity programme, in collaboration with Cáritas, and the launch of the first international store of the integration programme for people with disabilities for&from in Como (Italia), in collaboration with Fondazione Cometa.
- Strengthening regular collaborations in terms of development cooperation and humanitarian aid, through organisations such as Water.org, Entreculturas or Médecins Sans Frontières.
- The establishment of extraordinary emergency programmes such as the one developed in collaboration with the Red Cross as a result of bushfires in Australia.

In 2019, we carried out 670 community projects that have directly benefited more than 2.4 million people. Our annual CCI exceeded 49 million euros and focused on the sustainable development goals most related to our activity.

Likewise, in 2019, we set ourselves the target of helping six million people in the next four years through our CCI Programme.

In this chapter, we outline the most relevant CCI projects developed during the year, reporting outputs and impacts in 2019. These projects are subject to an exhaustive process of monitoring and recurring accountability, according to specific objectives previously defined for each of the programmes according to various key performance indicators.

According to the LBG methodology, we structure our voluntary engagement in the community, quantify them and measure their impact on society, both from a depth and impact type perspective.

In terms of the depth of the impacts, the effects our projects have on beneficiaries are broken down into the following three-point scale identifying three distinct levels of change that a beneficiary might experience. Numbers recorded under each of the depth of impact headings are mutually exclusive:

- **Connection:** The number of people reached by an activity who have reported some limited change as a result of an activity.
- **Improvement:** The number of people who have experienced a substantial improvement in their lives as a result of the project.
- **Transformation:** The number of people who have reported an enduring change in their circumstances, or for whom a change has been observed, as a result of the improvements made.

With regards to the type of impact, the changes experienced by beneficiaries are broken down into the following three categories. In this case, the same beneficiary can experience more than one type of impact:

- **Behaviour or attitude change:** the activity has helped generate behavioural changes that improve the life of the people. Likewise, the activity has enabled a change in negative attitudes or prejudices, allowing people to make better decisions.
- **Skills or personal effectiveness:** the activity has helped to develop new skills or improve existing skills, enabling them to develop academically, in the workplace or socially.
- **Quality-of-life or well-being:** the activity has helped people to be healthier, happier or more comfortable, through improved emotional, social or physical wellbeing.

Corporate Community Investment 2019^(*)

99%

Impact on community organisations (****)

99% improved existing / delivered new services,
92% taken on more staff or volunteers,
93% increased their profile,
96% improved management processes,
81% reached more people or spent more time with clients

54%

Impact on people (type of impact) (***)

16% behaviour or attitude change
3 % skills or personal effectiveness
54% quality-of-life or well-being

17%

Impact on people (depth of impact) (***)

46% connection
37% improvement
17% transformation

79.3

millions of euros
leveraged (**)

Outputs
What happens?

122.000

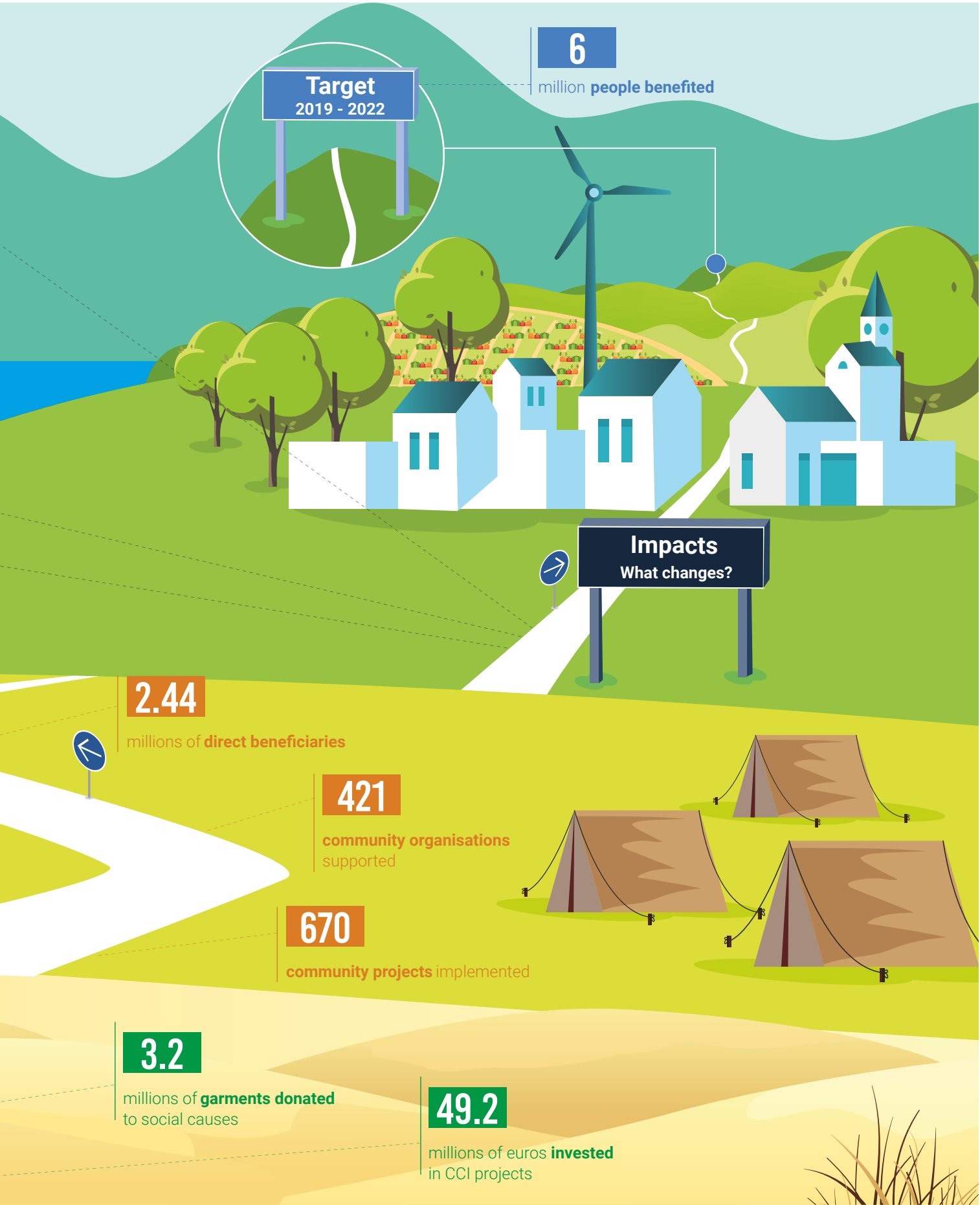
hours devoted by **employees** to CCI
activities working hours

Inputs

What's contributed?

the
route
to impact

(*) Data calculated in accordance with LBG methodology based on voluntary expenditure by Inditex on Corporate Community Investment projects during the FY2019. The exchange rate valid on 31 January 2020 was used to convert contributions into euros. (**) The measure of any additional resources contributed to a community organisation or activity that come from sources other than the Company -employees, suppliers and customers, among others-. (***) Of the total 2,441,300 direct beneficiaries, the impact assessment was carried out on 2,406,380 direct beneficiaries. (****) Assessment carried out on 207 community organisations supported by Inditex, on 72 long-term strategic projects.



Corporate Community Investment 2019

8%

INCREASING THE SCOPE

Increase in the number of CCI projects developed

In 2019, 670 community projects have been developed, which represents an increase of 8% compared to the previous year.

INCREASE IN THE NUMBER OF DIRECT BENEFICIARIES



1% people



2% Community organisations

In 2019, CCI projects have directly benefited 1% more people compared to the previous year, directly reaching more than 2.4 million beneficiaries. Likewise, the number of beneficiary community organisations has increased to 421, 2% more than the previous year.

59%

INCREASING LEVERAGE

increase in additional funds raised or contributions levered from other sources.

MAXIMISING EFFECTIVENESS IN UNLOCKING ADDITIONAL RESOURCES FOR COMMUNITY

2018 €49,8 MILLION

2019 €79,3 MILLION

In 2019, the additional resources leveraged by our community activities as a result of the contributions made from sources other than the Company – employees, customers, suppliers, etc. – amounted to 79.3 million euros, which represents a 59% increase on the previous year.

Most of leverage generated in 2019 refers to the Water.org Programme -through the additional capital mobilized by microfinance entities- and Moda Re- circularity programme -through the value of clothing collected in containers installed in Spain-.

Outputs What happens?

Inputs

What's contributed?

7%

Increase in Corporate Community Investment (CCI).

We have steadily increased our CCI. In 2019, it reached 49.2 million euros, 7% more than the previous year and 40% more than five years before.

SUSTAINED INCREASE IN INVESTMENT

COLLABORATION BEYOND CASH CONTRIBUTION



4% increase time contributions by employees

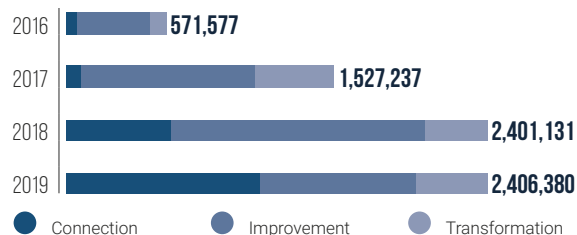
Beyond cash contributions – which are up 10% from the previous year – we have boosted the time contributions of employees during working hours, which have grown 4% from the previous year and 145% from five years ago.

99%

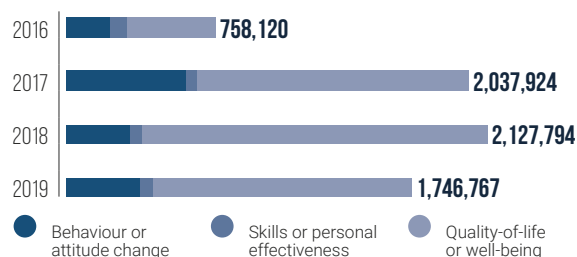
direct beneficiaries included within the impact assessment. The scope of the impact evaluation has been increased, reaching 2,406,380 people — 99% of the total number of beneficiaries — compared to 2,401,097 people in the previous year.

MAKING GREATER IMPACT

DEPTH OF IMPACT



TYPES OF IMPACT

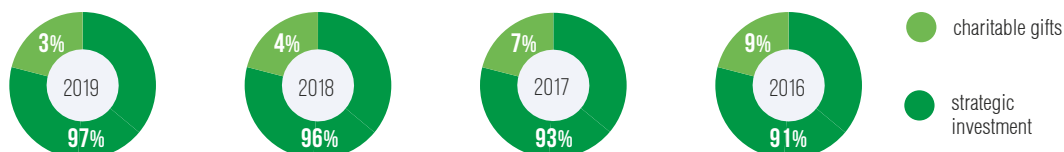
**Impacts**
What changes?**97%**

contributions driven by strategic investment.

By adopting a more strategic approach to giving, we maximise the effectiveness and amplify the impact of our social programmes.

MAXIMISING THE EFFECTIVENESS OF CONTRIBUTIONS

CRECIMIENTO DE LA INVERSIÓN EN PROYECTOS ESTRATÉGICOS



For yet another year, investment in long-term strategic projects for specific activities (community investment and commercial initiatives in the community) increased, in comparison to charitable gifts in response to short-term or one-off events.

86%

of the investment targeted towards 6 SDGs linked to our activity.

ALIGNMENT WITH SDG'S AND COMPANY'S BUSINESS DRIVERS

WE FOCUS OUR INVESTMENT TO INCREASE IMPACT

Issue addressed:

86% of the investment is focused on community activities that have had SDGs 3, 4, 5, 8, 10 and 12 as their main objective.

78% of community investment aimed at strengthening the priority issues defined in the Corporate Citizenship Policy — education, social welfare and humanitarian aid.

Location of activity:

Inditex has targeted 93% of its community investment to projects carried out in strategic geographical areas, in terms of supplier cluster locations — 58% — and store localisation markets — 87%.

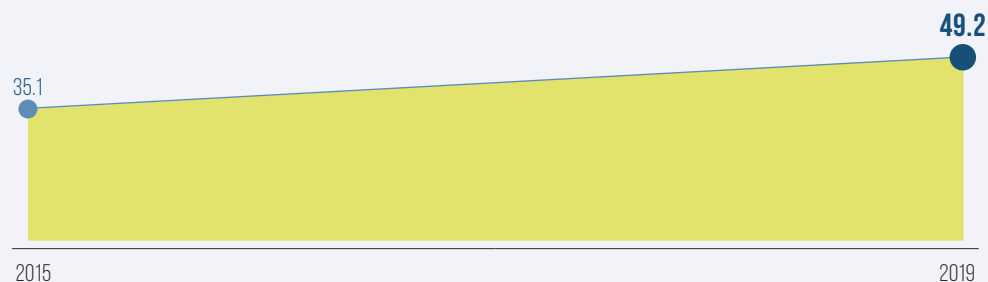
93%

of the investment executed in strategic geographical areas.

Evolution of Corporate Community Investment 2015-2019

TOTAL CORPORATE COMMUNITY INVESTMENT (IN MILLIONS OF EUROS)

Sustained increase in investment over the last ten years. During the 2010-2019 period, investment in social programmes has amounted to more than 314 million euros.



BY FORM OF CONTRIBUTION (IN MILLIONS OF EUROS)

Extraordinary increase of time contributions by employees, along with a significant increase in cash and in-kind contributions.



BY DRIVER FOR CONTRIBUTION (MILLIONS OF EUROS) ^(*)

Increasing investment in strategic projects, especially commercial initiatives in the community, while decreasing charitable gifts.

Charitable gifts: one-off institutional donations to the general goals of community organisations.

Community investment: Long-term strategic commitment in partnerships with the community to support specific social activities.

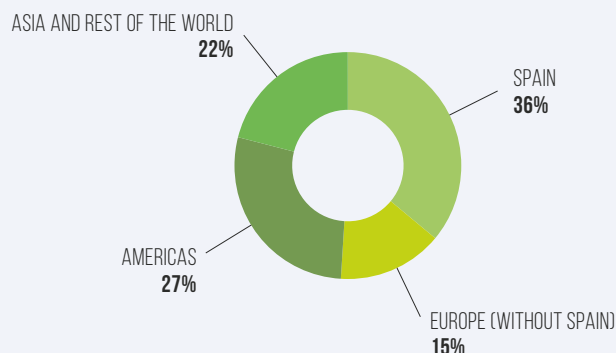
Commercial initiatives in the community: Initiatives of social interest directly related to the Company's retail activity.



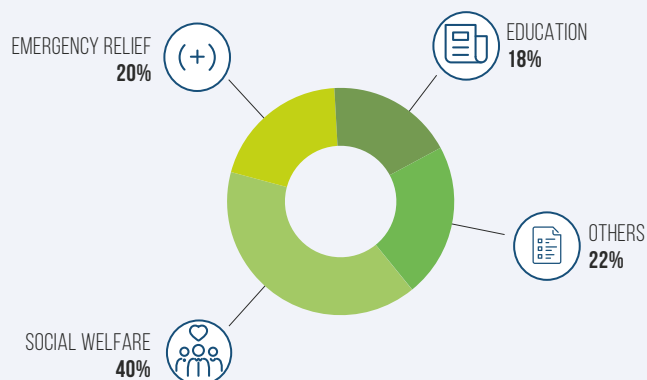
(*) Does not include management cost.

Distribution of Corporate Community Investment 2019

BY GEOGRAPHICAL AREA ^(*)

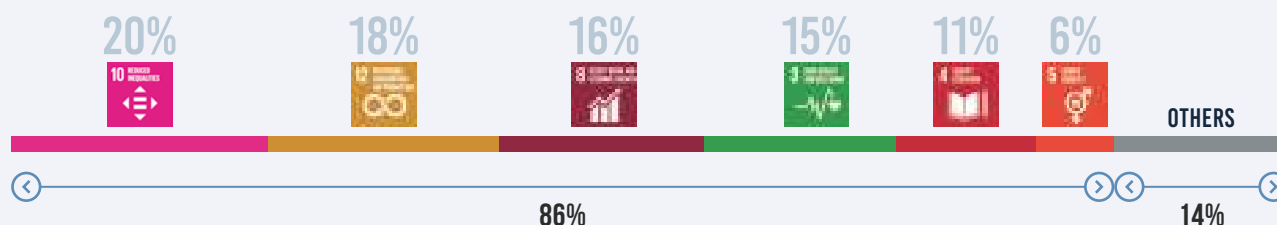


BY BY ISSUE ADDRESSED ^(*)



BY SDG ^(*)

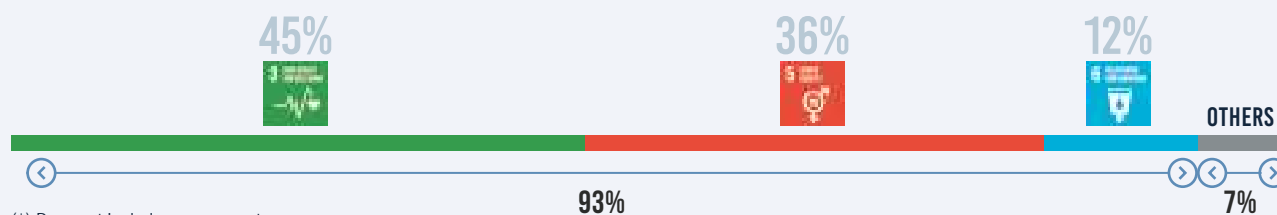
The primary (or main) and secondary SDGs, if applicable, have been identified for each of the 670 community projects developed during the reference financial year. As a result of this, during 2019 we have focused our efforts on SDGs 8, 10 and 12. Furthermore, at Inditex we have contributed significantly to SDGs 3, 4 and 5. Specifically, we have targeted 86% of our Corporate Community Investment — 42 million euros — to community activities that have had one of these SDGs as their main objective.



Distribution of direct beneficiaries 2019

BY SDG ^(*)

In 2019, the primary (and secondary, if applicable) SDG has been identified in relation to the 2,441,300 direct beneficiaries, corresponding to 116 community projects on which outputs have been measured. According to this analysis, 93% of the beneficiaries — more than 2.2 million people — have had SDGs 3, 5 and 6 as the main objective of the activities in which they have participated.



(*) Does not include management expenses.

Key programmes in 2019



Education

EPGO programme



Primary
SDG



Secondary
ODS

2019 was the third year of the triennial programme "Educate People, Generate Opportunities II" (EPGO II), which served 70,755 people through 23 projects in 11 countries: Argentina, Bolivia, Brazil, Ecuador, Mexico, Paraguay, Peru, Uruguay, Venezuela, South Africa and Lebanon.

The programme focused on the areas of education, employment and humanitarian aid. The education line supported the schooling of socially disadvantaged children and young people, as well as teacher training. The employment line focused on the technical-professional training of young people at risk of exclusion in order to generate a future of professional opportunities, while humanitarian aid programmes targeted people in need of international protection, combining emergency assistance with activities designed to produce structural changes in the lives of these people.

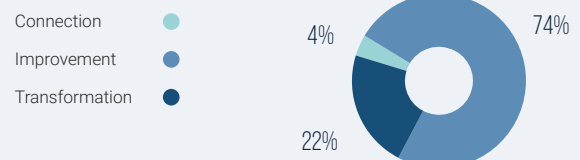
In order to continue promoting this intervention, in December 2019, Inditex and Entreculturas signed a new three-year collaboration agreement, "Educate People, Generate Opportunities" (EPGO III), maintaining the three previous lines of action: education, employment and humanitarian aid.

From this new programme, 25 social projects will be launched until 2022, seeking to multiply the opportunities of more than 200,000 people living in contexts of poverty, exclusion and humanitarian emergency. This programme will be developed in the same countries that participated in EPGO II and, for the first time, incorporates intense work in Spain with the most vulnerable and excluded groups.

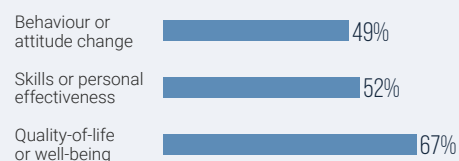
70,755

direct beneficiaries

Depth of impact



Type of impact





Tsinghua University-Inditex Sustainable Development Fund



Primary
SDG



Secondary
ODS

Inditex and Tsinghua University have jointly set up in 2019 a three-year fund as “Tsinghua University-Inditex Sustainable Development Fund”. Goals of this new programme are to cultivate the awareness and culture of sustainability and help to develop a global strategic sustainable development through innovative research, collaborative teaching and social practices, and innovative campus administration at Tsinghua University. Through this initiative, we provide financial support opportunities on sustainability related research and promotion activities for over 50,000 faculty and students of Tsinghua University.

The Fund supports young and middle-aged academic leaders to conduct research in relevant disciplines and academic fields at Tsinghua University, and gives preference to studies closely relating to disciplinary development, and scientific research projects that are cutting-edge, interdisciplinary, innovative and with promising application potential.

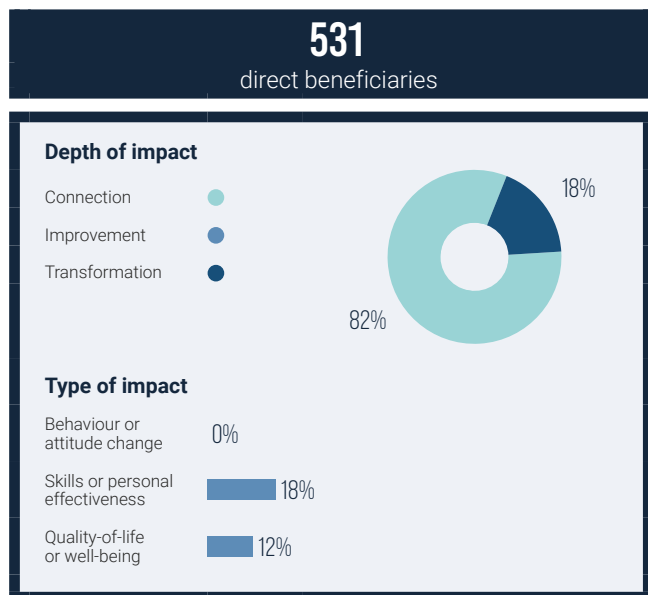
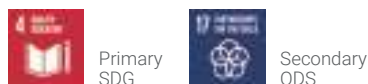
By mid-September of 2019, 25 applications for 2019-2020 passed the preliminary review, among which 23 are research projects and 2 practical projects. On October 22, 2019, the Review Committee consisting of both Tsinghua faculty

members and Inditex Group executives carefully reviewed application materials of the 25 applications from aspects of topic relevance and significance, research capabilities, research plans, and project value or application prospects, and finally approved 18 projects with a total supporting fund of 4.69 million RMB. A total of 2.52 million RMB for the first year (2019-2020) has been allocated to the research teams (with 1.78 million RMB for the second year and 0.39 million RMB for the 3rd year withholding for their due time).

The research topics of these approved projects cover multiple disciplines related to environment and sustainable development, such as, ecological environmental protection and governance, green city and sustainable development, corporate sustainable development, sustainable energy and green development, etc. Most of the selected projects have good preliminary work foundations, obvious innovative ideas, and the cutting-edge research vision, interdisciplinary integration and promising application prospects. The fund supports and encourages all projects to provide solutions and help the world to cope with the problems facing the global environment and sustainable development..

Direct beneficiaries
N/A (activity started in 2019)

Inditex-UDC collaboration programme



InTalent Programme

The InTalent Programme was launched by Universidade de A Coruña (UDC) and funded by Inditex, to recruit, reward, and, where relevant, manage excellent research talent by contracting internationally renowned and experienced post-doctoral researchers from all around the world, on a competitive basis and ensuring the principles of publicity and objectivity.

Researchers who enter the programme must demonstrate a minimum of three years of post-doctoral experience, at least two years of international experience in world renowned R&D centres, an excellent research career, the ability to generate new knowledge, potential as independent researchers and a promising scientific career.

InTalent offers selected researchers a contract that binds them to UDC with a competitive salary, adding professional stability and a budget allocation to boost the development of their project and provide access to the facilities, services and equipment needed to carry it out. Researchers will also teach UDC undergraduates and postgraduates, and collaborate with the institution on outreach activities.

Three selection processes were carried out during the first three years of the programme, with the participation of 316 researchers of 48 different nationalities, from all five continents. The six researchers incorporated to date have achieved recognition for science excellence in research areas as diverse as the biomedical development of smart sensors for degenerative diseases and nanomaterials for cell regeneration, social anthropology in rural communities, obtaining biomaterials for cartilage regeneration in humans, historical disruptions in the transformation process from medieval culture to modern culture, gender inequality in the public sphere, and the exploration of advanced rendering and lighting techniques for scientific visualisation.

InTalent researchers have managed to access external sources of funding through excellent regional, national and European science programmes, which have already brought UDC nearly six million euros in revenue. This means a return of approximately four euros for every euro invested in the programme.

AID programme for pre-doctoral stays

The Inditex-UDC Predoctoral Travel Grants Programme has been developed since 2013 under the collaboration agreement between UDC and Inditex for the internationalisation of doctoral studies. This programme funds pre-doctoral research stays in universities and research centres abroad for a minimum of three months, with the aim of complementing students' doctoral training and giving them the opportunity to obtain an International Doctorate Mention.

Since its launch, a total of 201 students from UDC's doctoral programmes have been able to carry out a research stay abroad. In 2019, a total of 28 students took part in stays financed by this programme, with a very equal representation of all the branches of knowledge of UDC's doctoral programmes. In 2019 students chose to visit a total of 11 countries; mainly countries with a long track record at the forefront of knowledge creation (the US, the UK, France and Germany).

The Inditex-UDC Predoctoral Travel Grants programme has a significant impact on talent promotion and the internationalisation of doctoral studies at UDC. Specifically, it has contributed to an increase in international mentions for UDC theses from 23-26% in the 2013-2016 period, to around 40% in the last two years (2018 and 2019).

InTalent is a specific collaboration programme between the University of A Coruña (UDC) and Inditex for the recruitment of postdoctoral researchers with a extensive international experience and reach under the sole criteria of excellence.



Inditex-UDC Sustainability Chair

The Inditex-UDC Sustainability Chair is a knowledge transfer initiative to promote sustainability and social responsibility within the university community, and throughout society in general. It was created to encourage community debate, academic training and applied research on sustainability and social innovation in public authorities, universities, companies and non-profit entities.

As part of its training component, the Chair runs a Sustainability and Social Innovation Specialism Course (CESIS), and 242 students now hold this UDC qualification. The eighth edition was held this year, which received 105 pre-registration applications and was attended by 27 students. Eight of them received tuition scholarships provided by Inditex. Through this specialisation course, 625 hours of certified training were given, divided into regular and seminar sessions, workshops, tutorials, conferences and visits to companies. It is taught by industry lecturers and professors from UDC and other universities. 35 visiting professors also taught on the course.

Aiming to promote knowledge transfer to social organisations, in the first semester of 2019, CESIS

students worked as a team and in collaboration with local non-profit organisations, on developing five action plans in response to economic and social challenges, as well as issues related to environmental sustainability and good governance.

In terms of outreach, the Chair held the eighth edition of the Open Source conference series, with the participation of Antoni Bruel, general coordinator of the Spanish Red Cross; Antonio Martínez-Pujalte, head professor and director of the TEMPE-APSA Chair of Disability and Employability at Miguel Hernández University of Elche; and James E. Austin, professor emeritus and co-founder of the Social Enterprise Initiative at Harvard Business School.

Lastly, in the field of applied research, the Chair is involved in the preparation of the UDC Social Responsibility Annual Report, which will be published this year under the title *Building the Future through Company Collaboration and Equal Opportunities*. This document, which is being drawn up under the joint technical coordination of the Office of the Vice Chancellor for Social Responsibility and the Social Council at UDC, is an exercise in transparency and accountability, with a view to connecting the university community with the companies around it.

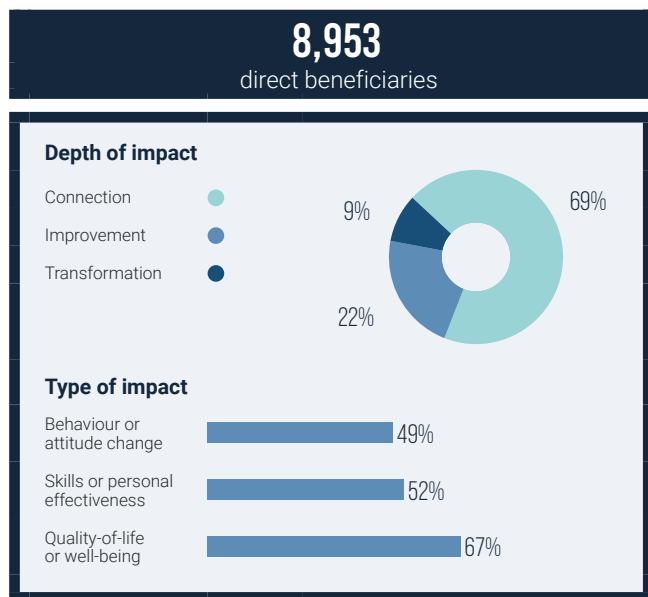
Beijing Normal University Programme

Primary
SDGSecondary
ODS

Inditex and Beijing Normal University's Emerging Market Institute launched in 2017 a scholarship programme, targeted to support MBA students coming from 30 different developing countries and the belt and road related research and activities.

In 2019, thanks to this programme, BNU has carried out "The Belt and Road scholarship and fellowship", "The Belt and Road Lecture Series", "The Belt and Road Research Collection", "Field research in the Belt and Road countries (Ethiopia and Laos)" and supported for thinking tank building in China.

Thousands of students and teachers have participated or benefited from all these activities. 53 among them have been awarded with "The Belt and Road scholarship and fellowship" and improved business management skills, economic policy analysis ability, and contribute to economic development of their own countries.

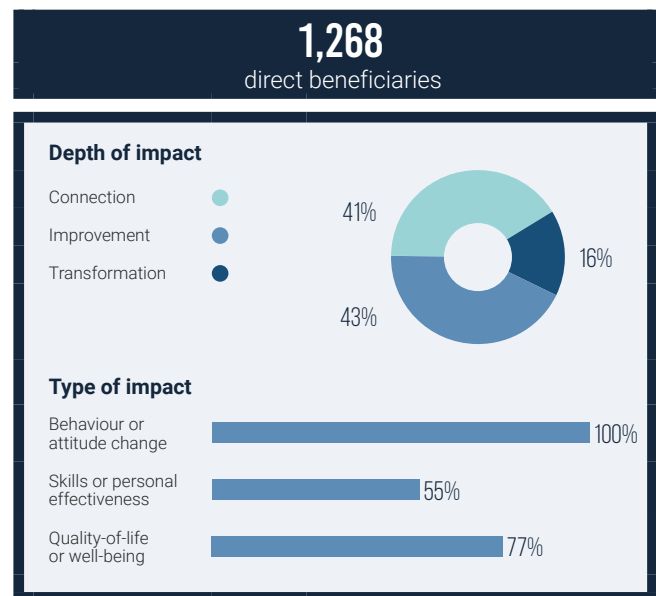


Village Hope School Programme

Primary
SDGSecondary
ODS

In 2016, we signed a three-year agreement with China Youth Development Foundation (CYDF) for the construction of 10 rural schools per year for the Village Hope Programme. The aim of this programme is to improve the educational infrastructure of rural depressed areas, as well as to guarantee students' access to quality education. In 2019, it was agreed that 10 Village Hope schools were built in Lingqiu county, Shanxi Province.

A total of 1,268 adolescents benefitted in 2019 directly from this programme, who would otherwise drop out of school. Under this programme, they have access to education and their quality of life at school is greatly improved. In addition, thanks to this programme, parents relieved heavy burden and community residents attached more importance to education than before.



Through the Inditex - Tsinghua University Sustainable Development Fund, we economically promote sustainability research projects for its more than 50,000 students.

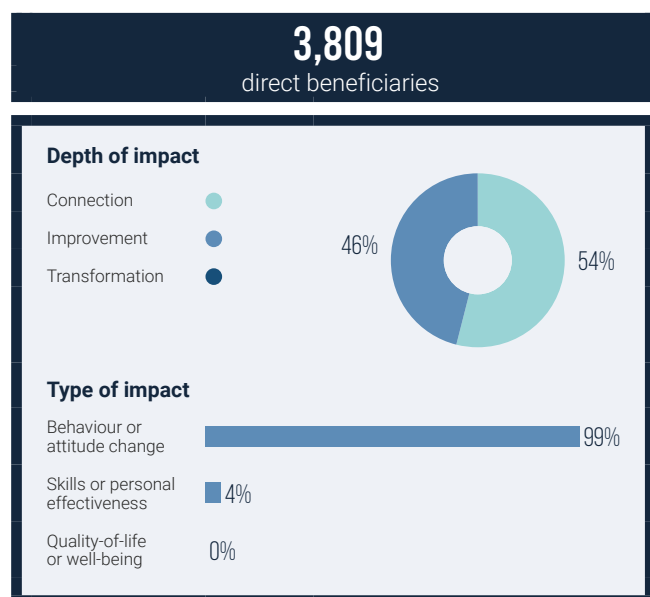
Tsinghua University Programme

Primary
SDGSecondary
ODS

The partnership between Inditex and Tsinghua University School of Economics and Management (Tsinghua SEM) has been defined by a three years agreement signed in 2017 and which has run until 2019. In May 2019, the two sides renewed our agreement for another three-year fund to continuously support Tsinghua SEM MBA students to attend one immersion programme in Spain and faculty development and students' events and activities.

In January 2020, after one-month hardworking on pre-departure research, 40 MBA students from Tsinghua SEM went to Spain to participate in the course "Global Immersion in Spain: Pairing the Market with the Planet". During the course, students not only got the insights of fashion industry from the company visit to Inditex Group, but also had a chance to communicate with our Executive Chairman and Inditex management team. Combining their previous research with the information collected onsite, students were able to present their own solutions to encourage responsible buying behaviour in fashion. They also improved the sense on corporate social responsibility and eco-friendly practices of the business.

In addition, Inditex and Tsinghua University jointly set up a three-year fund in 2018 with the aim of supporting the internationalization strategy of Tsinghua University and to encourage students from the belt and road countries to study harder during their college life. In 2019, 50 students have been awarded with this scholarship and 100 beneficiaries fostered global competence among the undergraduates under "Tsinghua Overseas Practice on Belt and Road" supported by this fund.



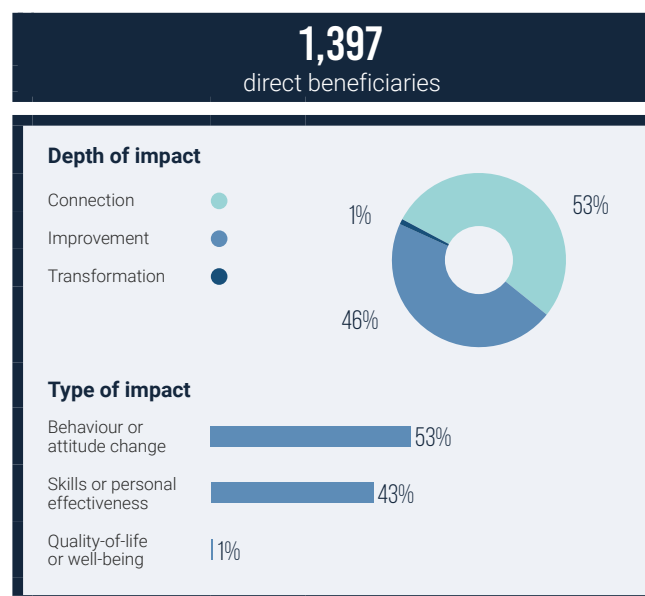
Chair of Spanish Language and Culture

Primary
SDGSecondary
ODS

The Inditex Chair of Spanish Language and Culture at the University of Dhaka (Bangladesh) was conceived as a cooperation project between the local university and the Universities of A Coruña and Santiago de Compostela. It has been active in Bangladesh since 2012 and has a staff of five Spanish teachers and two local trainee teaching assistants trained by the teachers in charge of the project and the two Spanish universities.

Currently, the Chair teaches Spanish to 500 students, 50% of whom are women, and has a cultural activity programme open to all students at the University of Dhaka. In this course, the first meeting of European Euroteaching teachers was organised, aimed at expanding the training of teachers of all the European languages taught in Dhaka (Spanish, French, English and German) and two Ibero-American Studies Seminars were held, which included the participation of a dozen professionals from different fields of Spanish sport and culture. More than 300 university students attended the talks and workshops.

Since 2014, the annual programme of summer scholarships for students of the Chair and the training of Bangladeshi teachers have brought five scholarship holders per year to study at the University of Santiago.



Chair of Refugees and Forced Migrants

Primary
SDGSecondary
ODS

Since 2016, the Inditex Chair of Refugees and Forced Migrants at the Universidad Pontificia Comillas has launched various collaboration programmes with organisations that work with forced migrants and refugees. By virtue of this collaboration, postgraduates from the university masters have joined projects from different organisations carried out in the Democratic Republic of the Congo, South Africa, Ethiopia, Cameroon, Belgium and Spain, among other countries.

In addition, several lines of research and projects have been launched in order to publicise the reality of refugees and immigrants in Spain, as well as relationships of coexistence between the native population and that of immigrant origin.

On the other hand, various doctoral theses are being developed on dynamics of socio-labour integration of migrants in collaboration with different research centres –Deusto, Harvard University, Oxford University, Ramón Llull University, among others– and with social organisations such as the Jesuit Migrant Service, Cáritas Española and Intermon OXFAM, among others.

The Chair is also very active in raising awareness and transferring knowledge in this field through different initiatives such as conferences, presentation of results and different seminars.

Chair of Disability and Employability TEMPE-APSA

Primary
SDGSecondary
ODS

The TEMPE-APSA Chair of Disability and Employability at the Miguel Hernández University of Elche (Spain) aims to promote training and research to improve the integration of people with disabilities in the labour market.

Among the activities carried out in 2019, the first promotion of the Degree of University Expert in Office Auxiliary Tasks stands out, completed by a total of 18 students with intellectual disabilities, several of whom have achieved employment in ordinary companies.

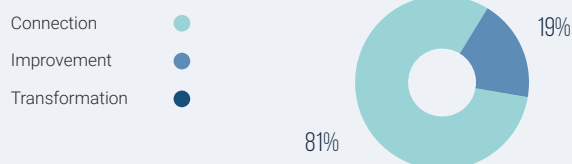
Furthermore, the youth exchange project *"Improving employability of young people with intellectual disabilities through mutual enrichment and Exchange"* has been developed, within the framework of the Erasmus Plus programme and in collaboration with the Italian social cooperative Coop Noncello. The project took 14 young Italians with intellectual disabilities to Spain and then to Dublin to participate in workshops to improve their socio-occupational skills.

Likewise, in April 2019, within the Chair, the First Scientific Conference "Knowing disability. The importance of early diagnosis in intellectual and developmental disability" was held, which included the participation of more than 150 professionals from the entire Valencian Community, Murcia and Aragon.

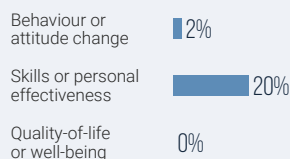
435

direct beneficiaries

Depth of impact



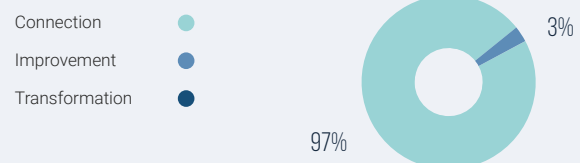
Type of impact



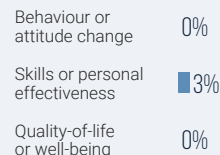
475

direct beneficiaries

Depth of impact



Type of impact



Since 2016, the Chair of Refugees and Forced Migrants has been carrying out different investigations and awareness-raising activities with non-profit organizations as the Jesuit Refugee Service (JRS) that work on the ground to publicise the reality of migratory phenomena.



Social welfare

Water.org Programme



Primary
SDG



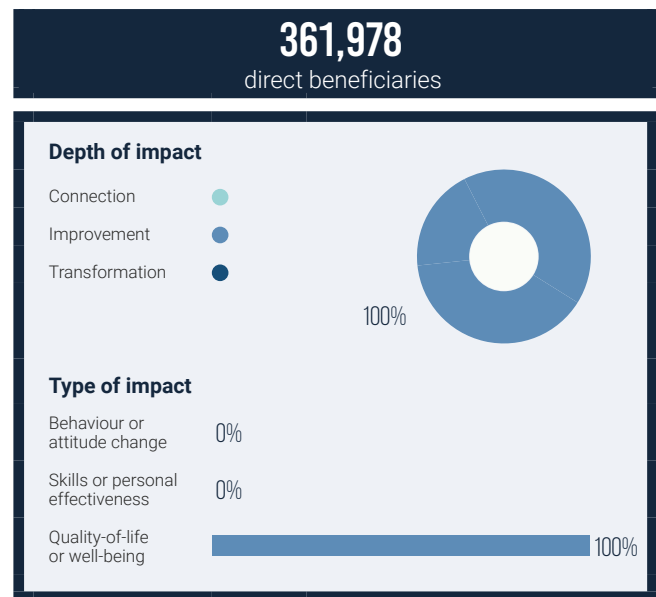
Secondary
ODS

We completed in 2019 a highly successful, four-year grant programme in collaboration with Water.org to expand access to safe water and sanitation services for those living in poverty across Bangladesh and Cambodia.

The programme exceeded all of its targets and has made a significant step forward across both countries in addressing the demand for affordable financing for household water and sanitation services. More specifically, our partnership with Water.org achieved the following:

- Surpassed our targets by mobilising \$135 million in capital for water and sanitation loans and reaching more than one million people with vital water and sanitation services;
- Provided technical and advisory assistance to partners in Cambodia and Bangladesh to launch and scale water and sanitation lending operations and ensure the operating and governance structures built under this grant programme are robust and sustainable for the long-term; and
- Enhanced the water and sanitation ecosystem by involving key stakeholders in support of affordable financing for household water and sanitation services.

With Inditex's support in October 2019, Water.org signed an agreement with *Action for Social Advancement (ASA)* in India to help organic cotton growing farmers gain access to safe drinking water and sanitation facilities at the household level. Additionally, Inditex has supported Water.org's work in Brazil, where the organisation is accelerating access to affordable financing for water and sanitation for those living in poverty.





Moda Re-



Primary
SDG



Secondary
ODS

Moda Re- is a project dedicated to the collection and treatment of used textiles for their recovery and reuse through a sustainable business model according to the circular economy. This business initiative was created in 2018 within the framework of the social and solidarity economy created by Cáritas Española in collaboration with Inditex, whose purpose is to generate employment for people in situations of social vulnerability through the collection, recycling and reuse of used clothing.

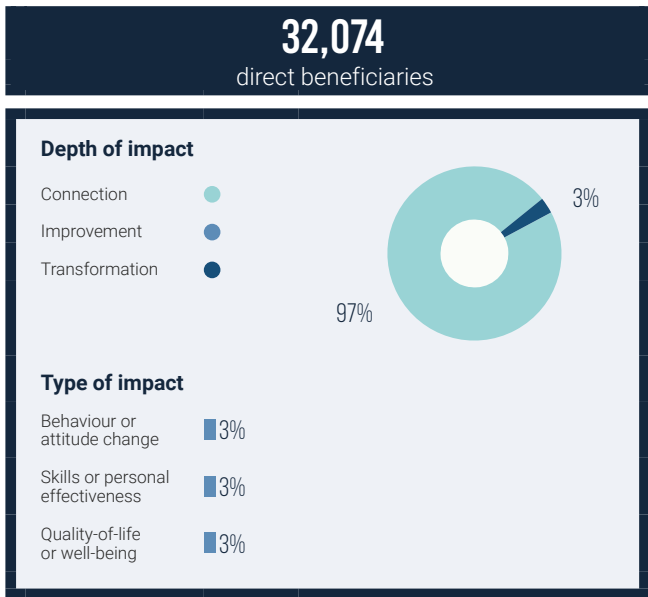
In addition to reintegration into the workplace and the way those who need it receive clothing, the project is linked to environmental care, not only through the reuse and recovery of clothing, but also by using innovative techniques in processing and recycling plants that are environmentally friendly.

The project has a clear vocation of self-sufficiency, investing all its income in its own development and growth, through the promotion and creation of the largest network of second-hand clothing stores in Spain, encompassed under the Moda Re brand.

Through this collaboration, 1,856 containers have been installed in Spain, more than 48,000 tonnes of clothing have

been collected, almost 1,000 jobs have been created and more than 1.8 million items have been donated to people in vulnerable situations.

In January 2020, the chairman of Inditex, Pablo Isla, and the chairman of Cáritas Española, Manuel Bretón, together with the general secretary of Cáritas Española, Natalia Peiro, signed the renewal of this collaboration, to which Inditex will allocate an additional 3.5 million euros over the next three years.



Community Development Programme in Bangladesh



Primary
SDG



Secondary
ODS

This programme, in collaboration with Cáritas, works with communities vulnerable to natural emergencies and situations of extreme poverty, both in rural areas and in Dhaka, the country's capital. Its work is organised in two areas of action.

- Improving the living conditions of women, children and adolescents who live in three urban areas of extreme poverty in the city of Dhaka.

This project, which is developed in the areas of extreme poverty in Dhaka, expanded its activity in 2019 to three new neighbourhoods — Kollayanpur Pora Bosti, Hajiroad Jhilpar bosti and Cholontika Jhilpar — with the aim of satisfying their basic minimum survival needs: sanitation, electricity, water supply and the waste management system, the complete absence of which make life extremely difficult.

The project launched five new Day Care Centres for children from 0 to 6 years old, allowing mothers to go to work leaving their children in a safe place. There, day mothers, who have received specific training in early childhood development, take care of the children and their healthy growth in physical (nutritional, hygiene and basic health), psychological and cognitive aspects. A Child Support Centre has also been opened for children from 6 to 12 years old, to avoid risky situations when leaving school. In total, 153 children have participated in these activities.

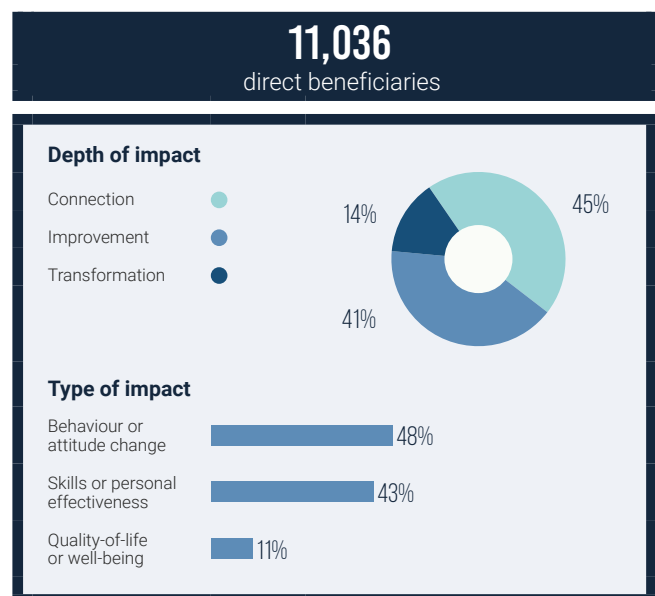
On the other hand, 36 new community groups have been created, 24 for women and 12 for adolescents, which meet monthly and have received training in health and hygiene, childhood protection and development, substance abuse, child labour, early marriage, etc. These people are actively involved in the development of their community and in the improvement of living conditions in the neighbourhood, increasing their leadership, communication and relationship skills with other players, including local government. 1080 people have participated in these activities.

- Strengthening the adaptive capacity of vulnerable communities to drought and flood phenomena.

The project aims to contribute to disaster risk reduction and provide sustainable livelihoods in flood and drought-prone areas, facilitating community resilience in four regions in Bangladesh.

Four Disaster Preparedness and Reduction Plans have been developed, contributing to improving resilience in livelihoods, protecting the environment through strengthening local capacities and improving the functioning of committees in the districts of Gaibnadh, Naogaon, Sherpur and Sunamgon.

This plan includes development activities in accordance with the priorities and needs identified by the community, whilst promoting the management of water resources and contributing to the reforestation of the different areas, including in all aspects of subsistence and the improvement of diversified livelihoods as a key factor for development in all sectors in vulnerable communities. Similarly, we ensure that communities have adequate health and hygiene systems in the face of floods, droughts and wildlife incidents.



Intervention in vulnerable communities in the face of natural emergencies and in situations of extreme poverty is the objective of the Community Development Programme in Bangladesh, in collaboration with Cáritas.

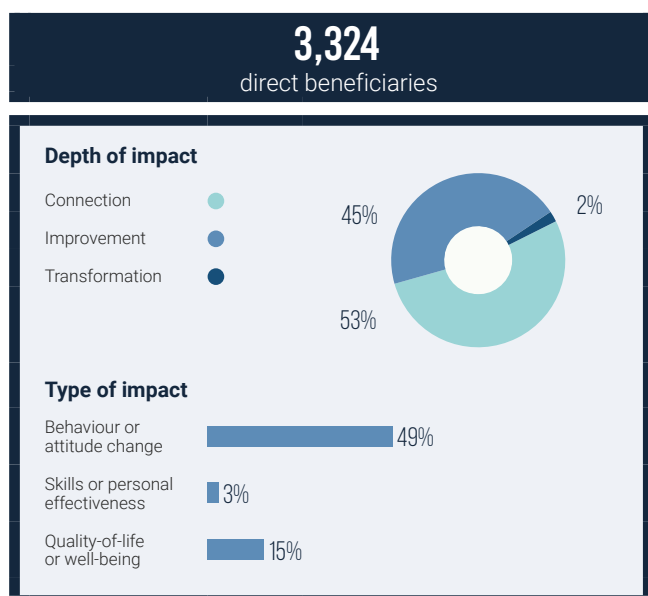
Medicus Mundi Programme

Primary
SDGSecondary
ODS

We work with Medicus Mundi in Morocco with the aim of improving the socio-health situation of the workers of Inditex supplier companies in the Tangier-Tetouan-Al Hoceima region, Morocco. Medicus Mundi favours coordination, cooperation and exchange in civil society, with the support of the Union of Feminist Action and the Moroccan Association of Occupational Health, public institutions and companies, implementing actions and measures that promote the right to health and social and labour rights of the population employed in the clothing sector in Morocco, one of the most important in the country.

Since 2015, 3,883 workers have participated in the actions carried out for the prevention of occupational risks and pathologies of labour origin, awareness of their labour and social rights and gender equality, gender violence, harassment and circuits to seek assistance. A total of 43 companies have benefited from training actions for their health and safety committees, workers' delegates or their administrative staff on issues related to labour and social rights and gender equality.

In 2019, the annual seminar was held with the participation of more than 100 people, including union representatives, occupational health inspectors, companies and associations, which discussed occupational health and safety, and more specifically machinery-related risk. In addition, work has been continued to prevent and tackle sexual and moral harassment in companies. Through participatory workshops with workers and companies, leaflets and posters on sexual harassment in the workplace were developed and distributed to a total of 15 companies whose workers participated in gender awareness sessions. A total of 1,322 workers attended workshops on gender equality and 56 women victims of violence were accompanied with psychosocial support.



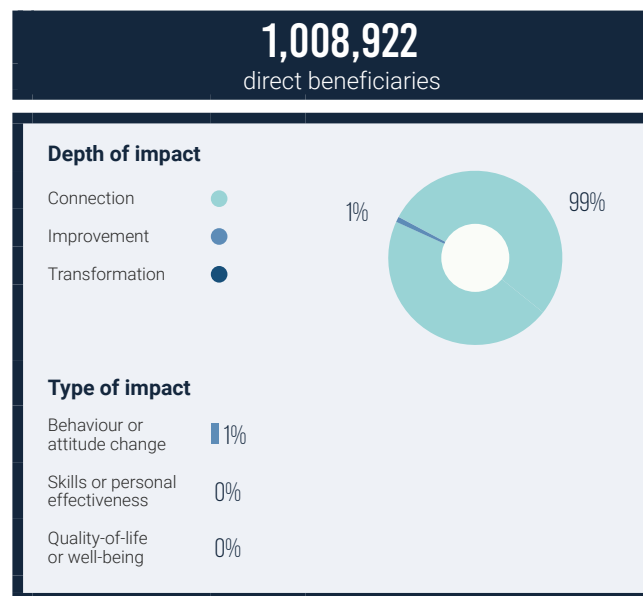
Every Mother Counts Programme

Primary
SDGSecondary
ODS

In March 2017, we committed to a three-year agreement with the non-profit organization, *Every Mother Counts* (EMC), contributing one million dollars for projects undertaken by the organisation in the United States and Bangladesh. The projects have a particular focus on the equitable provision of high-quality and respectful prenatal, delivery, and postnatal care for pregnant women, as well as maternal health public outreach, education, and community mobilisation.

Thanks to our support, *Every Mother Counts* has partnered with the *HOPE Foundation for Women and Children of Bangladesh* to provide services for women and children in Cox's Bazar. The services include pregnancy, delivery, post-natal, and neonatal care, as well as education on breastfeeding, newborn care, and family planning. In 2019, in this partnership, HOPE Foundation was able to reach over 6,000 women, along with their children, with this care and education. In addition, they trained over 350 individuals on health-related areas, and 20 midwives completed a training program.

In the United States, the support of Inditex has enabled *Every Mother Counts* to partner with the Florida-based non-profit organisation *Commonsense Childbirth* to provide access to high-quality pregnancy and post-natal care, education, and social support services for nearly 1,400 low-income women and their babies. Inditex's funds also supported *Every Mother Counts'* public education and community mobilisation programmes in the United States, including races, film screenings, festivals, and other awareness-raising activities. *Every Mother Counts* recruited 523 runners in 2019, who in turn raised hundreds of thousands of dollars for the organisation. EMC also engaged 8,399 unique donors to the organisation. Finally, in 2019, EMC's documentary film series *Giving Birth in America* reached over 1,000,000 viewers, including the release of the latest installment, *Giving Birth in America: New Mexico* in November 2019.



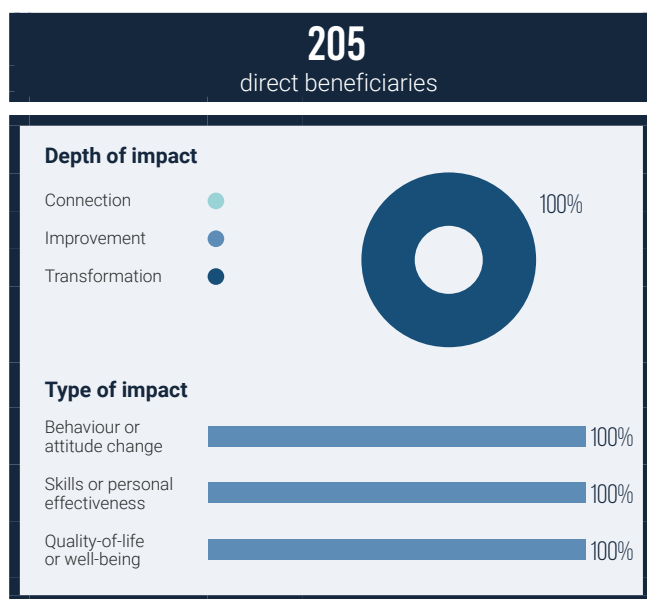
Salta Programme

Primary
SDGSecondary
ODS

Salta is an integration programme that offers education, training and employment opportunities to young people in especially sensitive situations with social and economic barriers. Through this initiative, hundreds of people have the opportunity to join our teams in stores, factories and logistics centres. First with theoretical and then practical training, Salta helps each participant to start their professional career in the fashion industry. A key component to that professional development is the mentoring programme. Each participant has an associated tutor or mentor, an experienced employee who accompanies the Salta participant in their training and adaptation to the job.

In 2019, a total of 205 people were hired through this programme. In the different editions of Salta in the 13 markets where the programme is implemented, 577 Inditex employees have participated as trainers or tutors, ensuring success in adapting participants to their new jobs. New to this year, the first edition of Salta was held at the Tempe logistics centre in Elche (Alicante).

Salta was born in France under the name of Project Jeunes. It is currently present in 13 markets: France, Spain, Italy, Greece, Germany, the United Kingdom, Poland, Portugal, Mexico, Brazil, the United States, South Korea and Turkey. Through this programme, a total of 1,372 people have joined our teams since 2008, 47% of which continue to work in the Group. This initiative is carried out thanks to the collaboration and participation of more than 40 social organisations.



Coruña Programme

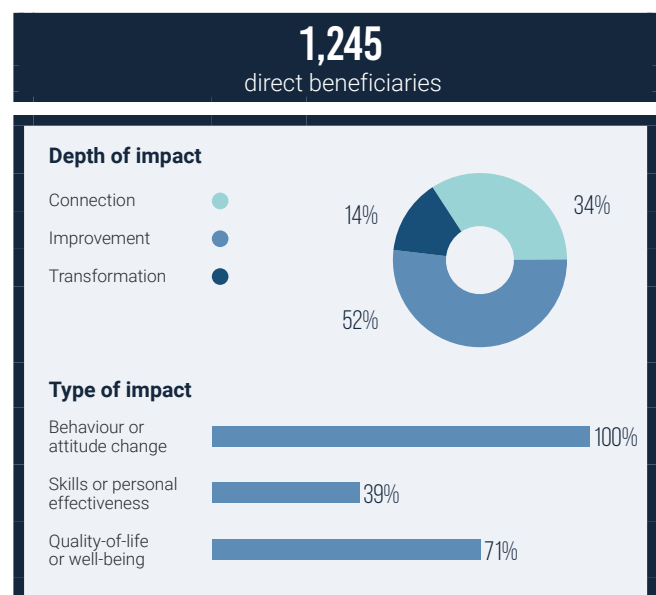
Primary
SDGSecondary
ODS

In 2019, we have continued to collaborate with local initiatives in the field of social integration and the well-being of people at risk of exclusion who live in the area of A Coruña (Spain), where the Group's headquarters are located. This collaboration materialised mainly through the *Coruña Emprega* and *A Flote* projects, in collaboration with the A Coruña City Council and the Emalcsa Foundation, respectively.

The *Coruña Emprega* Project focused on professional qualification and labour intermediation with companies, to favour the incorporation of people over 45 years of age, long-term unemployed people, migrants, young people without training, people with functional diversity, etc. Throughout the project, different actions have been developed aimed at providing unemployed people with tools and resources to improve their employability.

As a result, a total of 557 people were direct beneficiaries of the actions developed from *Coruña Emprega* during 2019, 161 of which acquired new skills or improved their personal development and 198 experienced a positive impact on their quality of life. Likewise, a total of one hundred unemployed people — 61 women and 39 men — belonging to groups with high social vulnerability found a job in 2019 through this initiative.

In relation to the *A Flote* Project, Inditex and the Emalcsa Foundation signed a three-year agreement in 2017 for the integration of people at risk of exclusion by means of immediate aid in social emergency situations. Through *A Flote*, in 2019, 688 urgent, punctual and transitory financial aids were awarded, especially in relation to the right to housing.



Employment and Training Programme in Spain



Primary
SDG



Secondary
ODS

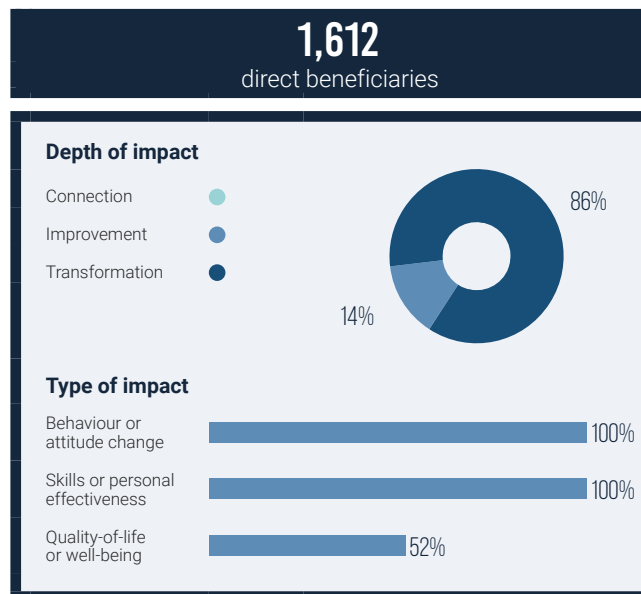
We have supported the Cáritas employment programme since 2011, with the aim of promoting access to decent employment for people in situations of vulnerability or social exclusion through the following lines of action:

- The promotion of social economy initiatives that generate employment in a protected environment, which allows bridges to be established between the situation of the person and the demands of the ordinary labour market.
- Support for people in situations or at risk of exclusion, who have an entrepreneurial interest and capacity and can achieve their socio-labour insertion through self-employment.
- The improvement of professional training, as a basic requirement to promote their employability.

As a result of this collaboration, to which we have allocated 11.5 million euros since its launch, more than 2,500 people in vulnerable situations have found a job and more than 4,600 have received about 1.2 million hours of approved training.

In particular, in 2019, 31 social economy projects, 32 training projects and 3 self-employment projects were consolidated. Thanks to this, 1,612 people have improved their employability, 1,239 have improved their professional training and 839 have found a job throughout 2019.

In January 2020, the chairman of Inditex, Pablo Isla and the chairman of Cáritas Española, Manuel Bretón, together with the secretary general of Cáritas Española, Natalia Peiro, signed the renewal of this collaboration, for which Inditex will provide five million additional euros to the Caritas employment project over the next three years.





for&from programme



Primary
SDG



Secondary
ODS

for&from is an integration programme for people with disabilities based on the start-up of commercial establishments under the image of the Group's different brands. These stores are managed by non-profit entities and cared for by people with disabilities.

Following an initial investment by Inditex to build the store, the model becomes self-sustainable for the social organisations through product sales. The *for&from* stores supply clothes and accessories from the preceding season sold at competitive prices, and the generated profits are reinvested entirely in the organisations that manage them in order to fund projects that provide care for people with disabilities.

During 2019, we launched the first international store in the programme in Como (Italy). It is a store dedicated to the sale of footwear and accessories for all the Group's brands, which is managed by the non-profit entity Cometa.

The programme has 15 stores that generate 220 jobs. In 2019, turnover exceeded 12.5 million euros and generated a profit of over 1.5 million euros, which was fully invested in managing social organisations: Molí d'en Puigvert Foundation, the Galician Confederation of People with Disabilities (COGAMI), the non-profit cooperative Moltacte, the Association for People with Mental Disabilities of Alicante (APSA), the Prodis Foundation and the Fondazione Cometa.

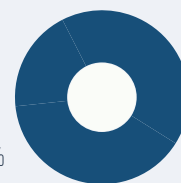
220

direct beneficiaries

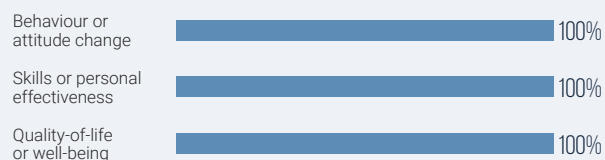
Depth of impact

- Connection ●
- Improvement ●
- Transformation ●

100%



Type of impact



Emergency relief

The Colombia Borders programme

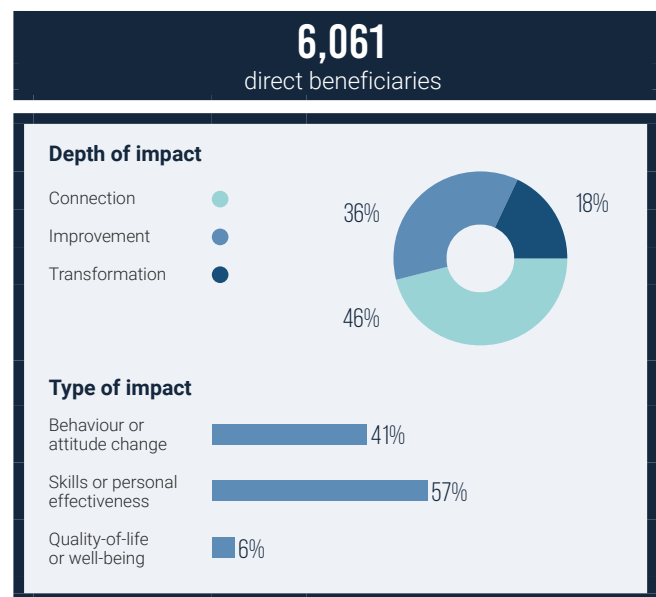
Primary
SDGSecondary
ODS

The Colombia Borders programme, developed in collaboration with Entreculturas and the Jesuit Refugee Service, has benefited 6,061 people in Colombia, Ecuador and Venezuela in 2019.

Despite the demobilisation of the Revolutionary Armed Forces of Colombia (FARC), the territorial rearrangement and reconfiguration of power of the illegal armed players in Colombia continue to generate individual and collective displacement in places with a high presence of armed groups. Added to this dynamic of displacement is the massive population outflow from Venezuela due to the serious socio-economic crisis that the country is going through.

In this context, the programme has focused on completing the processes related to the generation of livelihoods, the delivery of humanitarian aid and the processes of psychosocial support. On the other hand, advocacy and communication spaces have increased throughout the year, accompanied by reconciliation and violence prevention

actions in educational centres and host communities. And, in general, spaces have been provided for institutional strengthening at both the national and regional levels.



Support for the MSF Emergency Unit



Primary
SDG

Since 2011, we have collaborated with Médecins Sans Frontières with the aim of ensuring immediacy in the response to medical-humanitarian crises anywhere in the world. In 2019, we fully financed the structure of the Emergency Unit, whose headquarters are in Barcelona, and part of the regional teams from the Democratic Republic of the Congo (RUSK), the Central African Republic (EURECA) and Ethiopia (the ESS).

This continued support has enabled us to respond to two major humanitarian crises caused by violence between opposing groups in Burkina Fasso and the Anglophone regions of Cameroon, rapidly deploy teams after Cyclone Idai and demonstrate the adequacy of regional emergency response teams in the Democratic Republic of the Congo, the Central African Republic and Ethiopia.

The specialised teams sent by the Emergency Unit to Cameroon have continued, for yet another year, with their objective of guaranteeing access to health for the population that lives furthest from urban centres and whose movements are limited due to the constant curfews. In one year they treated 36,513 people suffering from malaria, hospitalised 7,503 and carried out 90,971 outpatient consultations.

In March, following the devastation caused by Cyclone Idai, MSF moved several specialised teams for medical care and water and sanitation to Mozambique. They managed to reach areas far away from the capital, where most of the aid was concentrated, to guarantee basic medical attention to the population that had been trapped by mud and water and who had no way of reaching the health centres. Likewise, a vaccination campaign was carried out on 1,440 people and 2,528 malaria patients were treated, among other activities.

At the same time, in July, MSF sent a team to Burkina Fasso to assess the situation in the most rural areas, after confirming high mortality rates. The efforts of the medical-humanitarian organisation in 2019 have focused on the treatment of malaria, the main cause of this escalation in mortality. In less than six months, 20,989 patients were treated for this disease.

Finally, a massive cholera vaccination campaign was carried out in November on Bakassi Island, an island in Cameroon disputed by Nigeria. The confrontation between the two

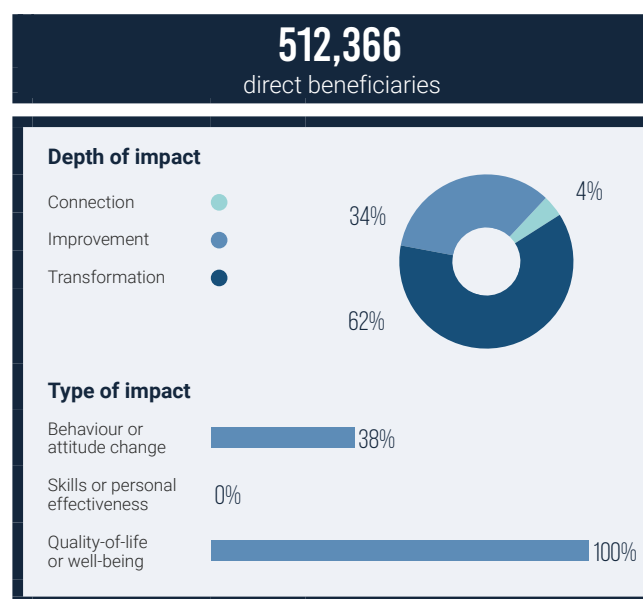
countries for control of that area has left their population totally abandoned and with limited access to health. After detecting several cases of cholera, ten vaccination teams were deployed to immunise practically the entire population of the island in ten days, finally reaching 99% of the population (35,502 people).

Meanwhile, regional emergency response teams have once again been essential in analysing the context and responding to emergencies that required MSF intervention.

In the Democratic Republic of the Congo, RUSK remains the only actor in South Kivu with the capacity to respond to major emergencies in record time. This 2019, the RUSK teams have carried out seven interventions, where they have vaccinated more than 50,000 people against measles, whilst also treating 12,525 children with malaria and 5,067 children with measles.

In the Central African Republic, EURECA maintains its response capacity anywhere in the country. In 2019, work focused on two areas heavily affected by violence and access difficulties. In Mingala we managed to organise a measles vaccination campaign for 13,761 children, where we also treated 17,935 children with malaria. In Vakaga, 2,281 people were vaccinated.

Finally, in Ethiopia, the ESS has managed to consolidate and prove itself essential to monitor the alerts that occur in the country and respond in those cases where the authorities do not have the capacity to intervene. More than 13,000 people have been vaccinated by MSF teams.



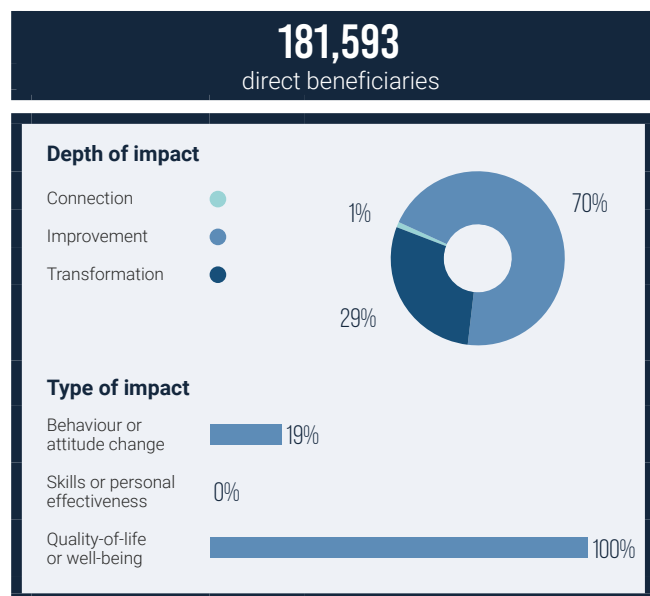
Health care in Syria



Primary
SDG

Since the beginning of the armed conflict in Syria, Médecins Sans Frontières (MSF) has worked to meet the medical needs of thousands of people who continue to fight to survive the conflict. Azaz, the region where the Inditex-supported hospital in Al Salamah is located, continues to be a place of refuge for hundreds of thousands of people. This hospital, managed by MSF, was fully operational until September, when the organisation's teams were forced to cancel some services due to a lack of medical supplies and medicines. Due to the impossibility of supplying adequate material, MSF have had to close operating rooms, the regular vaccination service and neonatology to avoid having to offer care that did not meet all guarantees. The rest of the services have remained open until the end of the year.

In 2019, 87,534 external consultations were carried out, 1,206 normal births assisted and 73 caesarean sections performed. Additionally, 21,976 patients with chronic diseases were treated and 15,840 children vaccinated. Inditex has supported this project since 2017, facilitating the presence of medical teams near the most vulnerable people, who have suffered the consequences of this conflict for nine years now.



Access to health care for the Rohingya refugees in Bangladesh



Primary
SDG

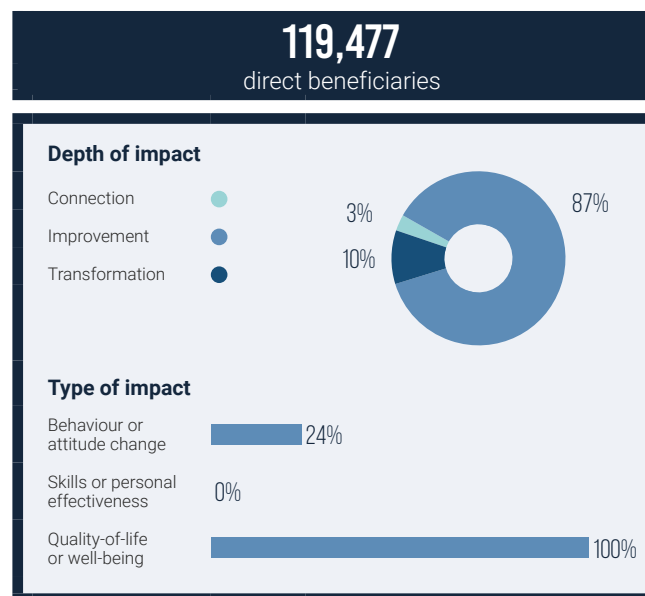


Secondary
ODS

In southeastern Bangladesh, in the Cox's Bazar region, nearly one million Rohingya are surviving in harsh conditions after fleeing Myanmar.

In 2019, the Médecins Sans Frontières (MSF) teams deployed at Cox's Bazar have focused their efforts on secondary maternal and child care. Pregnant women and children under the age of 15 are the most vulnerable in contexts of displacement and famine, such as that encountered by the Rohingya. The lack of food and water and the hygiene conditions in which they live are factors that directly affect their health. In this context, after analysing the unmet needs of the Rohingya population, MSF has concentrated its efforts on the Goyalmara Maternal and Child Hospital and the Unchiprang maternity hospital.

According to our support, the MSF teams have carried out 79,126 outpatient consultations and 4,012 hospital admissions. Additionally, the vaccination record of 6,034 children has been updated and 800 births attended to. 12,475 patients have required mental health care, a figure that demonstrates the high level of trauma that the Rohingya continue to suffer.



Thanks to the Al Salamah hospital, managed by MSF, medical teams reached the victims of the conflict that has lasted almost a decade.



Food security in schools in Venezuela



Primary
SDG



Secondary
ODS

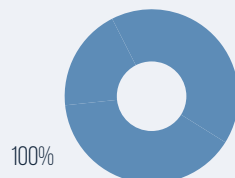
In 2019 we continued to support this project in collaboration with Entreculturas, with the aim of reducing the food insecurity of children in Venezuela. Specifically, we have strengthened this work in 19 schools, offering a daily diet of high nutritional value to 6,700 students, thus improving their health and ensuring their attendance at school.

6.700

direct beneficiaries

Depth of impact

- Connection ●
- Improvement ●
- Transformation ●



Type of impact

- Behaviour or attitude change 0%
- Skills or personal effectiveness 0%
- Quality-of-life or well-being 100%

Australia emergency programme



Primary
SDG



Secondary
ODS

The forest fires that ravaged Australia in 2019 claimed many lives, caused the destruction of thousands of homes and left millions of hectares burned. Given this situation, at Inditex we launched an emergency programme in collaboration with the Australian Red Cross in January 2020 to help alleviate the consequences of the catastrophe. This programme materialised in support of the *Australian Red Cross Disaster Relief and Recovery Programme*.

Our contribution provided support to people affected by the catastrophe in aspects such as shelter, maintenance and psychological first aid. In the medium term, our funds will go towards granting emergency subsidies for people who have lost their homes and to support recovery work in communities affected by forest fires in recent months.

Direct beneficiaries
N/A (activity started in 2019)

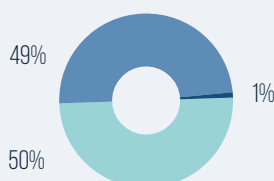
Access to health care for the migrant population in Mexico

Primary
SDGSecondary
ODS

56,231
direct beneficiaries

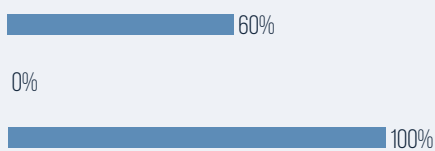
Depth of impact

Connection
Improvement
Transformation



Type of impact

Behaviour or attitude change
Skills or personal effectiveness
Quality-of-life or well-being



Mexico is a country of transit, destination and return for the migratory flow coming mostly from Central America (El Salvador, Honduras and Guatemala) to the United States. The people who decide to embark on the journey are undocumented migrants who had to leave their homes because of poverty, marginalisation and violence in their countries of origin.

Médecins Sans Frontières (MSF) teams are present in various migrant shelters and staging points, where they offer basic medical and psychological consultations. In addition, they have a Comprehensive Care Centre in Mexico City, where specialised medical care is offered to migrants and refugees who have been victims of ill-treatment, torture or extreme violence. Additionally, in 2019 the activity was consolidated at a point of attention for migrants near the border with the United States, where many migrants who have been expelled from the United States go.

Specifically, in 2019, with the support of Inditex, MSF professionals carried out 20,650 medical consultations and 5,509 mental health consultations.

Others

In addition to the programs described in the previous sections, in 2019 we allocated 22% of our Corporate Community Investment to initiatives related to environment, health, economic development, arts and culture. In 2019, we continued to support institutions that work in the field of research such as the PRO-CNIC Foundation, New York-Presbyterian's Youth Anxiety Centre, Massachusetts Institute of Technology (MIT), Real Instituto Elcano or Fundación Carolina, among others.. Inditex's relationship with arts and culture has materialised in collaborations with institutions such as the Royal Spanish Academy, the Reina Sofía National Museum of Art, the Royal Theatre and The Metropolitan Museum of Art, among others.

Likewise, Inditex makes charitable gifts at a corporate level, and contributions from our Group brands and subsidiaries to non-profit organisations. Thus, in 2019, we allocated more than 1.6 million euros for charitable gifts, distributed among more than 150 community organisations. In order to systematise and channel this work, Inditex relies on the Sponsorship and Patronage Committee, which is the body authorised to approve these projects.