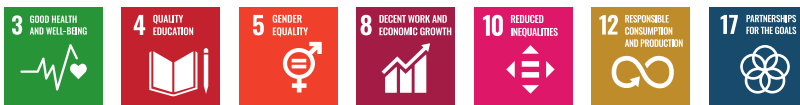


5.7.

Collaborating to generate value in the community

Related material topics: Stakeholder engagement; Value creation.



Our mission goes beyond the purely economic aspect to add value and contribute to social development. At Inditex, we implement a number of initiatives and participate in various projects in order to respond to that social commitment.

Collaboration on this front is crucial to generate value in the various communities. The performance of the various programmes is assessed by measuring inputs, achievements and impacts.

Our Company's investment in the community aims to contribute to the development of society, especially in the geographic areas where we operate. The initiatives we promote fulfil the following principles:

- They are **voluntary**, since there is no kind of legal obligation for their implementation.
- **They are charitable** and/or they target social and/or environmental benefit, since the beneficiary organisations we work with tend to share this characteristic⁹⁵.

In the Group we understand Corporate Community Investment (CCI) as an opportunity to contribute to the United Nations 2030 Agenda for Sustainable Development through our engagement, either through our business resources (in cash or in-kind), or in terms of time of the employees that make up our staff.



FOR MORE INFORMATION

on our initiatives in connection with community investment, see the *Community investment report 2021*, available at Inditex corporate website.

95. Nevertheless, they may also sometimes involve inputs that benefit entities that are not always non-profit organisations. In those cases, they always involve a social welfare purpose.



Inditex’s Corporate Citizenship Policy (available on our website) guides our community investment strategy. In this regard, Inditex’s community investment is carried out primarily through our engagement with specific projects. Generally speaking, we prioritise long-term strategic projects for specific activities, together with non-profit organisations, always subject to a thorough monitoring and accountability process, rather than occasional contributions for the general purposes of these organisations. Moreover, we subject the social initiatives in which we are involved to a rigorous process of measuring inputs, achievements and impacts. To do this, we follow the measurement methodology of Business for Societal Impact (B4SI), formerly known as LBG, based on:

- Careful assignment of inputs in the community.
- Measuring achievements.
- Evaluating the impact of the different components of the project, in order to assess both the benefit and the programme as a whole.

In 2021, we have continued to strengthen the link between our community investment model and the United Nations Sustainable Development Goals. This commitment is embodied in specific projects which address the following issues:

- **Education**, understanding as such proceedings focused on providing opportunities through quality education which gives young people the opportunity of a decent life and encourages social justice and their personal growth;
- **Social welfare**, referring to all initiatives which encourage employment and entrepreneurship of vulnerable groups, encouraging labour integration of people at risk of social exclusion; and
- **Emergency Relief**, meaning all relief actions focusing on protecting life, health and wellness of people in emergency situations on account of natural disaster or similar circumstances


FOR MORE INFORMATION
 on our Corporate Citizenship Policy.



2021 MILESTONE

The Group has renewed its agreements with *Médecins Sans Frontières*, *Medicus Mundi* and *Entreculturas*, organisations it regularly works with.

The main specific examples of these three lines of action in 2021 were as follows:

- Strengthening regular collaboration in development cooperation and emergency relief by signing new agreements with organisations such as *Medicus Mundi*, *Entreculturas* and *Médecins Sans Frontières*.
- Executing cooperation initiatives within the framework of the strategic partnerships between Inditex and entities such as *Water.org*, *Every Mother Counts*, *Entreculturas* and *Cáritas*, among others.
- Encouraging contributions in kind of articles from our collections for social causes; especially through our partnership with UNHCR.
- The launch of new commercial initiatives in the community, such as the solidarity Zara Tribute collection to help the Franca Sozzani Fund for Preventive Genomics, or the renewal and expansion of the Massimo Dutti for&from Allariz, in collaboration with the Galician Confederation of People with Disabilities (COGAMI), among others.
- The launch of new academic and educational projects, such as those launched with Fudan University to support the MBA Spain Immersion Program of School of Management; or the Inditex Scholarship and Teaching Fund in collaboration with Huazhong University of Science and Technology.
- The performance of education and research initiatives within the framework of the partnerships established between Inditex and universities such as Tsinghua University, Massachusetts Institute of Technology (MIT), University of A Coruña, University of Santiago de Compostela or Comillas Pontifical University.
- The activation of extraordinary emergency programmes such as those developed with the Red Cross in India as a result of the covid-19 pandemic, and in Spain on the back of the volcano eruption in La Palma; as well as the project launch alongside the China Women Development Foundation and the China Environmental Protection Foundation as a result of the severe flooding in Henan in July 2021.

CORPORATE COMMUNITY INVESTMENT 2021

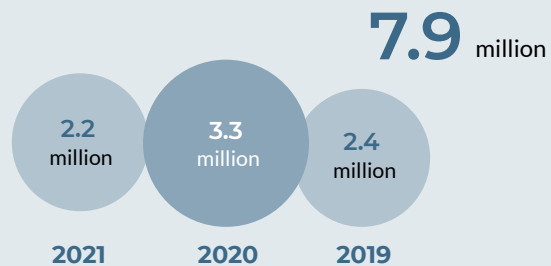
OUR TARGET

Our goal is to help six million people between 2019 and 2022 through our corporate community investment programme



PROGRESS

People helped through our social initiatives



In total, this year we have launched **725 social initiatives** that have directly benefited more than **2.2 million people**. Our annual community investment exceeded **63.5 million euros** and has focused on those sustainable development goals most closely related to our activity.



2.2

MILLION PEOPLE

benefited by the 725 social initiatives launched in 2021.



Since 2019 we have benefited a total of 7.9 million people with our community investment programs, thus achieving a year earlier and exceeding our goal of benefiting 6 million people established for the 2019-2022 period. In this same period we have invested a total of 184.5 million euros in social programs.

Corporate Community Investment 2021*

Impacts What changes?

IMPACT ON PEOPLE (DEPTH)***

- 9%** connection
- 65%** improvement
- 26%** transformation

IMPACT ON COMMUNITY ORGANIZATIONS*****

- 100%** improved or new services
- 96%** improved management processes
- 86%** taken on more staff or volunteers
- 87%** increased their profile

IMPACT ON PEOPLE (TYPE)****

- 22%** behaviour or attitude change
- 1%** skills or personal effectiveness
- 93%** quality-of-life or well-being

IMPACT ON EMPLOYEE PARTICIPANTS*****

- 98%** improved job-related skills
- 100%** improved personal well-being
- 100%** changed their behaviour

(*) Data calculated in accordance with B4SI methodology based on voluntary expenditure by Inditex on Corporate Community Investment projects during the FY2021. The average exchange rate of FY2021 was used to convert contributions into euros. (**) Additional resources contributed to a community organisation or activity that come from sources other than the Company -employees, suppliers and customers, among others-. (***) Impact assessment carried out on 2,184,117 direct beneficiaries (****) Impact assessment carried out on 230 community organisations supported by Inditex, on 71 long-term strategic projects. (*****). Impact assessment carried out on 100 employees volunteering in 9 countries.



Inputs What's contributed?

63.5 M€
INVESTED
 in Corporate
 Community Investment
 (CCI) projects

5.9 M
GARMENTS
 donated to social causes

206 k
HOURS DEVOTED
 by employees to CCI activities during
 working hours

Outputs What happens?

2.2 M
DIRECT
 beneficiaries

427
COMMUNITY ORGANIZATIONS
 supported

56 M€
LEVERAGED**

725
SOCIAL INITIATIVES
 implemented

Corporate Community Investment 2021

29%

increase in Corporate Community Investment (CCI) compared to 2019

INCREASE IN INVESTMENT

Compared to the years prior to the pandemic, we have significantly increased our Corporate Community Investment (CCI), reaching **63.5 million euros**.

COLLABORATION BEYOND CASH CONTRIBUTIONS



61%

increase garments donated to social causes compared to 2020



16%

increase time contributions by employees compared to 2020

We have boosted in-kind contributions, exceeding **5.8 million items donated** in 2021, as well as time contributions from employees during working hours, which have exceeded **200,000 annual hours** for the first time.

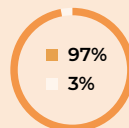
97%

contributions driven by strategic investment

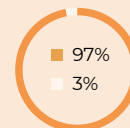
MAXIMISING THE EFFECTIVENESS OF CONTRIBUTIONS

By adopting a strategic approach, we maximise the effectiveness and impact of our social programmes

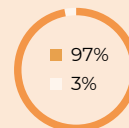
FOCUS ON STRATEGIC COMMUNITY PROJECTS



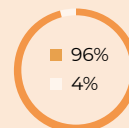
2021



2020



2019



2018

■ Strategic investment ■ Charitable gifts

For yet another year, we have focused investment on proactive strategic projects (community investment and commercial initiatives in the community), as opposed to charitable gifts in response to short-term or one-off events.

88%

of CCI focused in 6 SDG's

79%

of CCI focused in 3 priority issues

ALIGNMENT WITH SDG'S AND COMPANY'S BUSINESS DRIVERS

WE FOCUS OUR INVESTMENT TO INCREASE IMPACT

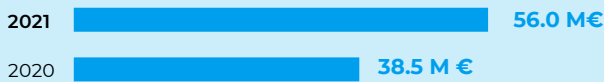
SDGs

88% of CCI is focused on social initiatives with SDGs 3, 4, 5, 8, 10 and 12 as their main objective

Issue addressed

79% of CCI aimed at strengthening the priority issues defined in the Corporate Citizenship Policy – education, social welfare and emergency relief.

MAXIMISING EFFECTIVENESS IN UNLOCKING ADDITIONAL RESOURCES FOR COMMUNITY



In 2021, 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 56 million euros, which represents a 45% increase on the previous year.

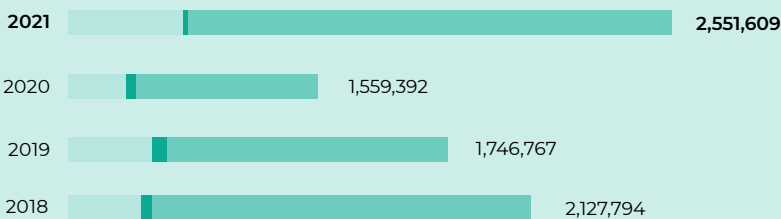
45%

increase in additional funds raised or contributions leveraged from other sources

INCREASING LEVERAGE

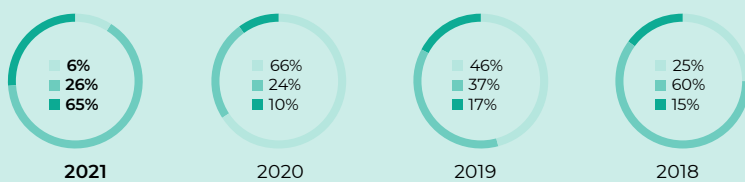
IMPACT ON PEOPLE

TYPE OF IMPACT



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

DEPTH OF IMPACT



- Connection
- Improvement
- Transformation

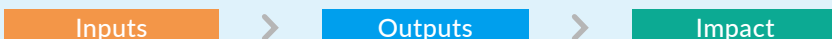
64%

increase in the number of positive impacts on direct beneficiaries

MAKING GREATER IMPACT

2,551,609 positive changes experienced by the beneficiaries, who have gained in quality of life, skills development and improved attitude, compared to 1,559,392 the previous year.

Additionally, the depth of impact has increased significantly compared to previous years.



5.7.1. Inputs

GRI 103-2; 103-3; 203-1; 413-1; 413-2; AF33 AND AF34

In 2021, the **Inditex Group allocated 63.5 million euros to social initiatives**. As for the type of inputs made, the information is classified into the following categories:

- **Cash contributions**, which is the aggregate monetary amount invested by Inditex in the development of social programmes together with non-profit organisations.
- **Time contributions**, which is the proportional cost of employees' paid time spent on activities of a social nature during working hours.
- **In-kind contributions**, which include donations of products—garments, mainly—to non-profit organisations.
- **Management costs**, which include the estimated expenses incurred for the general management of social programmes.

In 2021, in keeping with the strategy defined in our Corporate Citizenship Policy, we have significantly increased contributions in kind. We have also notably strengthened the time contributions by employees of their time during their working hours.

In total, **we have donated 5.9 million articles to social causes and our employees have devoted more than 206,000 hours from their working hours to social initiatives**. General management costs remained stable year-on-year.

Likewise, we at Inditex report our voluntary contributions to the community, according to the following classification:

- **Charitable gifts**: One-off institutional donations to the general goals of community organisations.
- **Community investment**, understood as the Group's long-term commitment to collaborating with the community to support specific social activities.



- **Commercial initiatives in the community**, with the support for programmes of social interest directly related to the Company's ordinary activity.

In 2021, **the inputs considered to be strategic** (community investment and commercial initiatives in the community) **accounted for 97% of total investment**, thus maximising the efficacy and broadening the impact of our social projects.

With regard to the strategic action areas defined in the Corporate Citizenship Policy, 79% of the investment in social programmes has been allocated to activities related to social welfare, education and emergency relief.

In relation to the **geographic areas** where social programmes are implemented, our Company prioritises regular contributions to the communities made at corporate level in the geographic areas where the Group operates, most notably in Inditex clusters (defined and listed in section 5.5. *Collaborating so our suppliers grow* of this Report). Likewise, the scope of action of the Group's subsidiaries on social matters is limited to their national territory, implementing local projects that maximise the positive impact within their sphere of influence.

Distribution of corporate community investment in 2021

By issue addressed

Emergency relief	36%
Social welfare	31%
Education	12%
Other (environment, health, economic development, art and culture)	21%

By geographic area

Europe ex-Spain	14%
Spain	34%
Americas	17%
Asia and rest of the world	35%

By SDG

SDG 3. Good health and well-being	15%
SDG 4. Quality education	6%
SDG 5. Gender Equality	5%
SDG 8. Decent work and economic growth	9%
SDG 10. Reduced inequality	32%
SDG 12. Responsible consumption and production	21%
Others	12%

As for the input made by our Company towards the UN Sustainable Development Goals, the primary SDG (and secondary SDG, if applicable), has been identified in respect of the social initiatives implemented during the year. As a result, and consistent with our activity,

we have materially contributed to **SDGs 5, 8 and 12**. Additionally, we have significantly contributed to **SDGs 3, 4 and 10**. Specifically, we have allocated 88% of our Corporate Community Investment (CCI) to initiatives that had one of these SDGs as their main objectives.

Corporate community investment evolution for 2018-2021 (€MN)

	2021	2020	2019	2018
Total Corporate Community Investment	63.5	71.8	49.2	46.2
By form of contribution (management costs included)				
Cash	31.8	50.2	33.2	30.1
Time	6.2	5.3	3.7	3.5
In-kind	24.2	15.0	11.7	11.9
Management costs	1.3	1.2	0.6	0.6
By category (management costs excluded)				
Charitable gifts	1.7	1.9	1.6	1.8
Community investment	45.7	55.2	36.7	36.2
Commercial initiatives in the community	14.8	13.5	10.3	7.6

Charitable gifts. One-off institutional donations to the general goals of charities.

Community investment. Long-term strategic commitment to support specific social activities.

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

5.7.2. Outputs

GRI 103-2; 103-3; 203-1; 413-1; 413-2; 308-2; AF33 AND AF34

In 2021, we launched **725 social initiatives**, compared to 703 in the previous year. These initiatives have directly benefited **more than 2.2 million people**.

A breakdown of the circumstances of the 2.2 million direct beneficiaries is as follows:

Distribution of the people benefited by social programmes in 2021 on the basis of their situation

95%	
Living in developing countries	57%
Low income	27%
Refugees	7%
In situation of vulnerability	2%
Immigrants	2%
5%	
Other profiles ⁹⁶	

As for the **number of community organisations** supported by Inditex in 2021, we have made contributions to a total of 427 such entities. The amount of benefiting community organisations were 439, 421 and 413 in 2020, 2019 and 2018, respectively.

① More information in section 5.7.4. Key programmes of this Report.

In terms of **leverage**, the additional resources raised by our social programmes in 2021, as a result of the contributions from third parties (employees, customers, etc.) amounted to **56 million euros**. Most of the leverage generated is from initiatives run by Water.org —resulting from the additional capital released by microfinance institutions—, Moda Re —through the collection of garments— and from the donations made by our employees through their payroll giving schemes.



96. 'Other profiles' refers to people with a disability, the victims of a catastrophe or natural disaster, people who are unemployed or who belong to ethnic minorities, among others.

5.7.3. Impact

GRI 103-2; 103-3; 203-1; 413-1; 413-2; AF33 AND AF34

a) Community impacts

Impact on people

To ascertain the effectiveness of the social programmes we carry out, we analyse them from the perspective of both the depth and the type of impact.

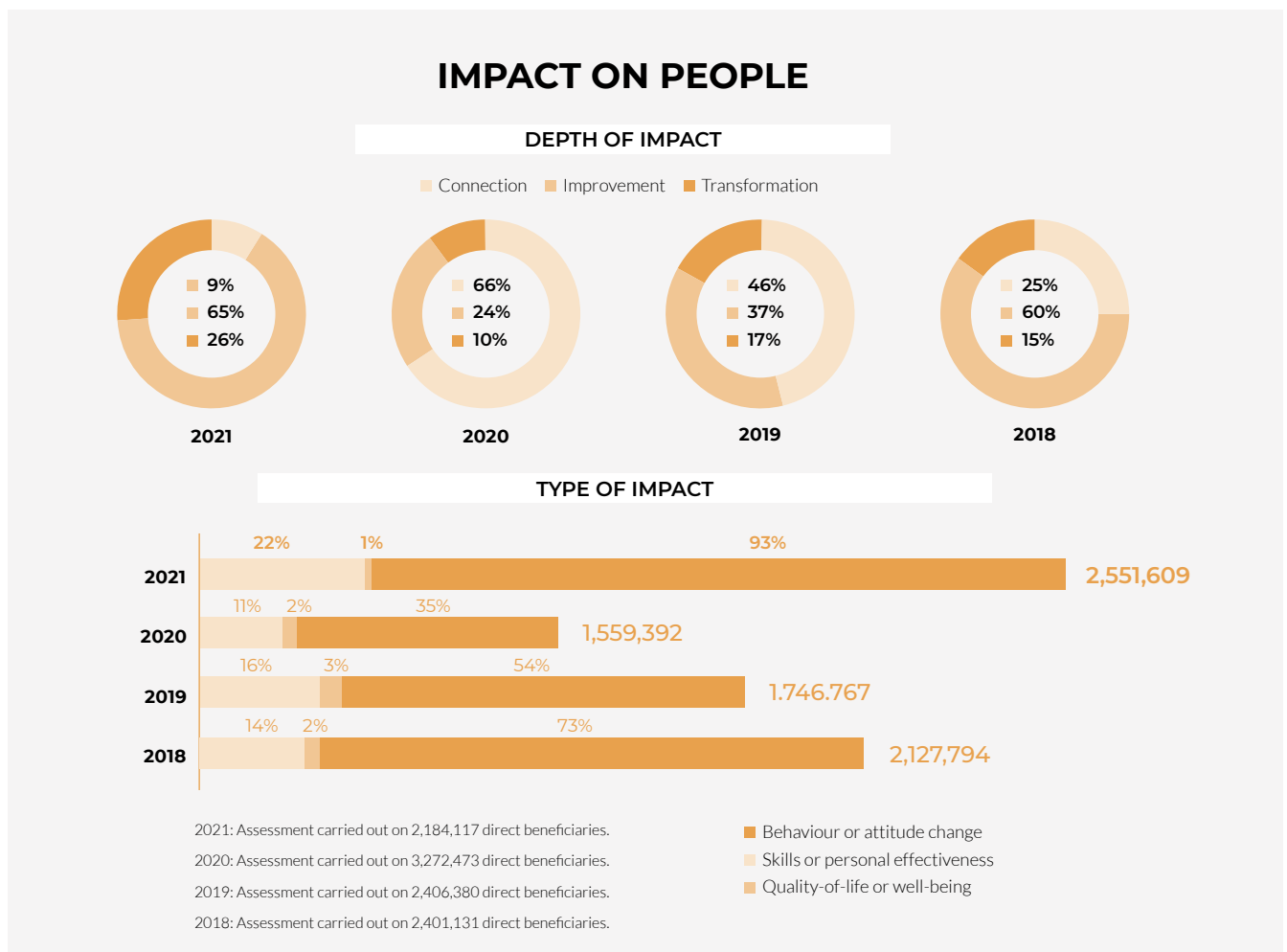
In terms of **depth**, the effects on the beneficiaries of the initiatives in which we are involved are broken down into three categories, with the figures computed at each level being mutually exclusive:

- **Connection**, which represents the number of people reached by an activity who have reported some limited change as a result of a programme.
- **Improvement**, meaning the number of people who have reported some substantial improvement in their lives as a result of the project.

- **Transformation**, meaning the number of people who have reported a fundamental change in their circumstances as a result of the improvements made.

With regard to the **type of impact**, we classify the changes in beneficiaries in the following three categories. In some cases, a single beneficiary may experience several types of impact:

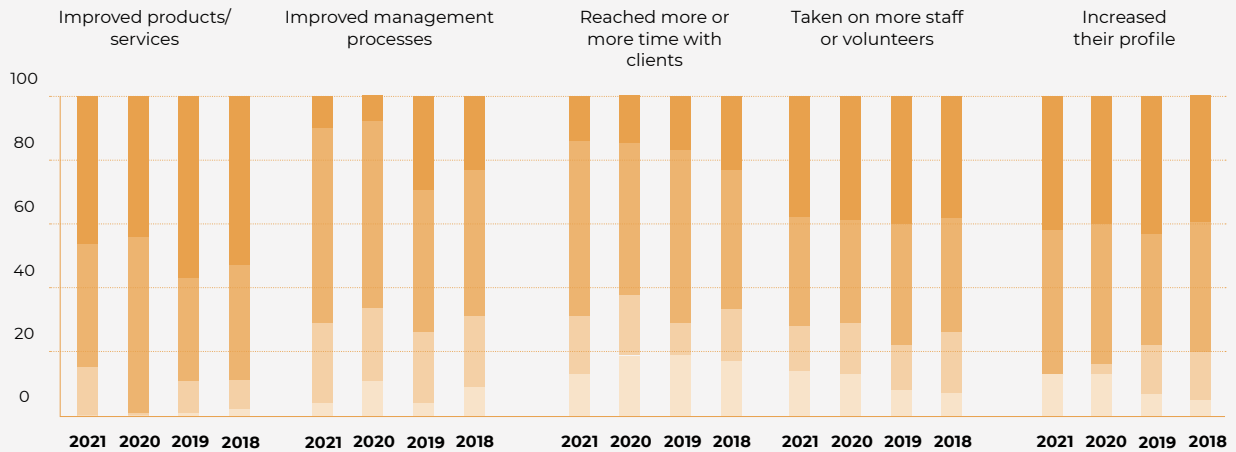
- **Positive change in behaviour or attitude** when the activity has helped generate behavioural changes that improve people's lives. It can also mean that the programme has changed negative attitudes or prejudices and enabled people to make better decisions.
- **Development of skills**, meaning that the activity has helped to develop new abilities or improve existing abilities, enabling them to develop academically, socially or physically.
- **Improvement in quality of life**, meaning that the activity has helped people to be healthier or happier, since they have improved their physical, emotional or social well-being.



Impact on community organisations

In addition to the analysis of the impact on the beneficiaries of the Company’s social projects, we analyse the effects on the beneficiary community organisations of the community investment projects carried out.

IMPACT ON COMMUNITY ORGANISATIONS



2021: assessment carried out on 230 community organisations supported by Inditex on 71 long-term strategic projects.
 2020: assessment carried out on 241 community organisations supported by Inditex on 75 long-term strategic projects
 2019: assessment carried out on 207 community organisations supported by Inditex on 72 long-term strategic projects
 2018: assessment carried out on 237 community organisations supported by Inditex on 81 long-term strategic projects

Legend:
 No difference (lightest orange)
 Low impact (light orange)
 Medium impact (medium orange)
 High impact (darkest orange)

b) Business impacts

In addition to assessing the impact on the community, both on individuals and community organisations, we analyse the return for the Company derived from the Corporate Community Investment, both from the perspective of the participating employees and the business itself.

Impact on employees

The impact on the participating employees is related to the change that occurs after the social initiative has been carried out by the Group. To measure this, we use surveys to ask 15 questions grouped into three key indicators: skills development, personal well-being and positive change in the perception of the company.

- **Job-related skills:** improvements in core, job-related competencies such as communications, teamwork or leadership skills.
- **Personal well-being:** changes in areas like self-confidence, job satisfaction and pride in the Company.

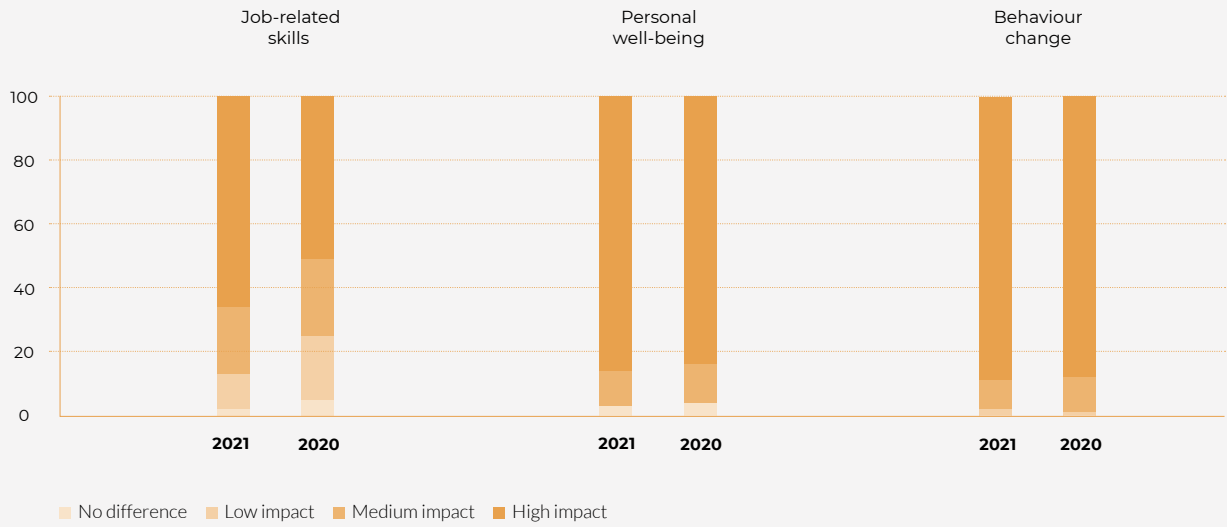
- **Behaviour change:** changes in behaviour such as increased volunteering or being a more vocal advocate of the Company.

Impact on the business

With regard to the impact on the Company itself, we evaluate the return in five areas, namely:

- **Human resources benefits:** improvements in the Company through increased commitment, recruitment or performance, linked to the social initiative carried out.
- **Improved stakeholder relations and perception:** improved perception by external stakeholders, especially opinion leaders, based on the social initiative carried out.
- **Business generated:** contribution to new business such as increased sales linked to causal marketing activities or new market opportunities.

IMPACT ON EMPLOYEES

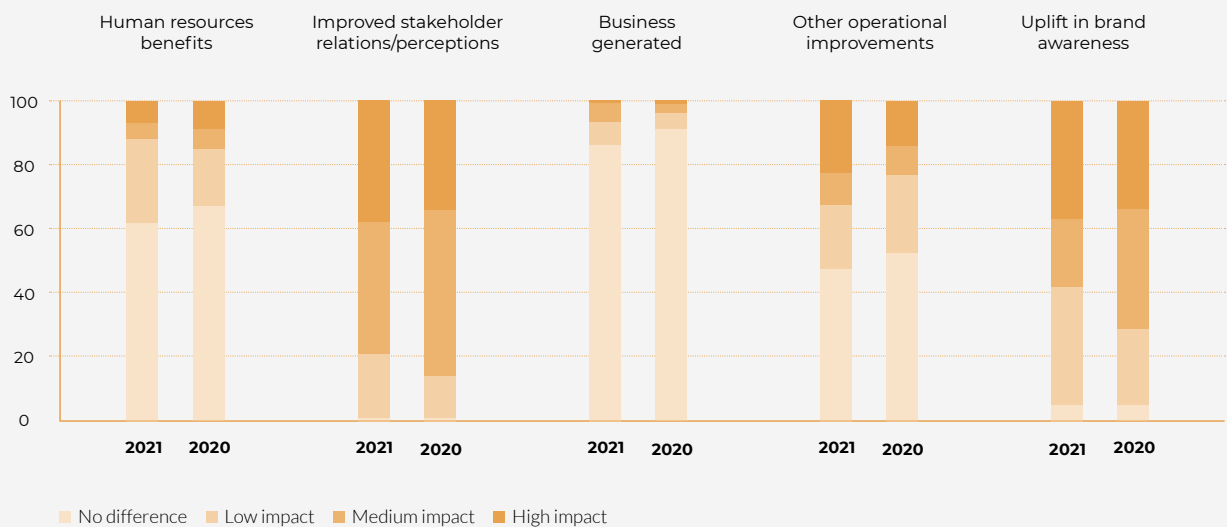


2021: Impact assessment carried out on 100 volunteers in 9 countries

2020: Impact assessment carried out on 75 volunteers in 7 countries

- **Other operational improvements:** indicator linked to aspects such as increased resilience of suppliers and/or the supply chain.
- **Uplift in brand awareness:** profit generated through improved brand awareness as a result of increased media coverage, for example.

IMPACT ON THE BUSINESS



2021: Impact assessment carried out over the 725 initiatives developed on the financial year.

2020: Impact assessment carried out over the 703 initiatives developed on the financial year.

5.7.4. Key programmes

GRI 103-2; 103-3; 203-1; 203-2; 413-2; AF33
AND AF34

Education

EPGO (Educating People, Generating Opportunities)

EPGO is a cooperation programme in collaboration with *Entreculturas* aimed at offering education and professional training to persons at risk of exclusion. Since its launch in 2014, the programme has directly benefited more than 583,000 people, in particular vulnerable girls and women, in Argentina, Bolivia, Ecuador, Spain, Lebanon, Mexico, Paraguay, Peru, South Africa, Uruguay and Venezuela. In 2021 the programme helped 69,000 people.

Inditex Chair of Refugees and Forced Migrants in the Comillas Pontifical University

This chair was created in 2016 to further academic research into migration, improve aid to migrants and refugees on the ground and to raise social awareness. It also conducts projects for the integration of refugees in European cities.

TEMPE-APSA Chair of Disability and Employability at Miguel Hernández University in Elche

We helped to create this chair in 2015 to nurture multi-disciplinary research and training in the field of disabilities. Legal experts, economists and psychologists study the most suitable formulae for increasing the employability of people with disabilities. Furthermore, the Diploma in Auxiliary Shop Tasks strengthens the skills and competencies of people with disabilities to access the labour market.

Inditex Chair of Spanish Language and Culture at the University of Dhaka (Bangladesh)

With the collaboration of the universities of Santiago de Compostela and A Coruña, this Chair has been promoting Spanish language and culture and fostering academic exchange between Spain and Bangladesh since 2011. High-performing Bangladeshi students have the opportunity to take part in intensive Spanish courses in Spain. At the same time, cultural activities open to Bangladeshi University students are carried out to promote Spanish culture in Dhaka.

Collaboration programme with Tsinghua University

In 2019, Tsinghua University and Inditex set up the Sustainable Development Fund, aimed at supporting this Chinese institution in its efforts to promote research, dissemination and social support for Sustainable Social Development Practices.





The collaboration programme also involves research trips to A Coruña (Spain) for the university's students to broaden their knowledge and experience in fashion, logistics, environmental protection and sustainable development through Inditex and other companies. The collaboration also envisages the professional development of academic staff and the promotion of cultural activities in the Tsinghua campus.

Collaboration programme with the Massachusetts Institute of Technology (MIT)

The collaboration with MIT in education and research is structured around various action areas: creating Inditex chairs in areas such as operational research and sustainability; research and enhancement of knowledge in matters such as artificial intelligence, machine learning or data science; an Inditex scholarship for MIT students; and the development of research lines in areas such as textile recycling or the creation of new fibres using sustainable technologies.

Collaboration programme with the University of A Coruña (UDC)

The following projects are executed under this programme: Inditex-UDC Sustainability Chair to promote a space for community reflection, academic training and applied research on sustainability and social innovation; InTalent Programme that enables scientists with extensive international experience to conduct their innovation programmes at UDC's

research centres; and grants to fund pre-doctoral research residencies in universities and research centres abroad, enabling them to complete their PhDs.

Social Welfare

Moda Re-

Moda Re- is a programme run by Cáritas and Inditex dedicated to collecting used textiles in order to recover and reuse them through a sustainable business model based on the circular economy. Its purpose is to generate employment for vulnerable people through the collection, recycling, and reuse of used garments. Thanks to Inditex's support for this initiative, since its creation some 2.3 million articles have been donated to vulnerable people, more than 75,000 tonnes of clothing have been collected and 61 second-hand clothing stores have been opened or refurbished. The programme currently generates 1,000 jobs, 500 of them the result of insertion initiatives.

Employment and Training Programme in Spain

Inditex has been supporting the Cáritas Employment Programme since 2011, whose aim is to promote access to decent employment for persons in a situation of vulnerability. This initiative, to which we have contributed 13 million euros since the collaboration began, is structured around various lines of action: promotion of social economy enterprises; support for self-employment; and improvement of

professional training. Thanks to this programme, 7,482 persons in situations or at risk of exclusion, have improved their employability, and 2,537 persons have found a job.

Every Mother Counts Programme

This programme supplies prenatal and maternity care to pregnant women in Bangladesh and the United States. The support of Inditex has enabled Every Mother Counts to partner with the HOPE Foundation for Women and Children in the south-eastern Bangladeshi district of Cox's Bazar. In the United States, it has also provided access to prenatal and post-partum care for thousands of low-income women at risk of social exclusion and their babies.

Water.org Programme

We have been working with Water.org since 2015 to improve access to drinking water and sanitation for vulnerable families through microloans in countries such as Bangladesh, Cambodia and India, and in various Latin American regions. The idea is to provide people on low incomes with access to affordable loans to cover their water and sanitation requirements. In the wake of Inditex's input of more than 7.5 million dollars in 2015-2021 (more than 6.7 million euros at the 2021 year-end exchange rate), local banks released another 218 million dollars (more than 195 million euros at the 2021 year-end exchange rate), enabling 553,000 loans to be granted. Consequently, more than 2.1 million people have improved their access to water and sanitation.

for&from

for&from is a social/workplace integration programme for people with disabilities that is based on launching retail establishments under the image of the Inditex's different brands. These stores are managed by non-profit organisations and staffed by people with disabilities. Inditex makes an initial outlay to build the store and, from then on, the community organisations manage a self-sustaining model through the sale of products from previous seasons. The proceeds go entirely to the managing organisations to fund projects that help people with disabilities. The programme currently has 15 stores, including the expansion in 2021 of Massimo Dutti *for&from* Allariz, and gener-

ates 200 jobs and stable income for the managing organisations.

Salta

Salta is an Inditex programme aimed at incorporating young people in situations or at risk of social exclusion into the labour market through training and job opportunities. The aim is to integrate vulnerable persons in our stores, factories or logistics centres. More than 1,500 people have been trained and joined Inditex through *Salta*. The programme currently operates in 13 markets: Germany, Brazil, South Korea, Spain, the United States, France, Greece, Italy, Mexico, Poland, Portugal, the United Kingdom and Turkey.

Medicus Mundi Programme

Medicus Mundi and Inditex have been working together in Morocco since 2015 to improve the well-being of garment workers in the Tangier-Tetouan-Al Hoceima and Casablanca-Settat regions. In 2021, our partnership with Medicus Mundi received a strong boost when we signed a new three-year agreement. This latest intervention, with 1.2 million euros in Inditex funding, continues work in areas such as occupational risk prevention and adds the implementation of protocols against sexual and moral harassment at the workplace. It also focuses on improving the health and social context of the sector, through activities for the socio-occupational integration of vulnerable groups, support for the local public healthcare system and the promotion of sexual and reproductive health. The programme plans to expand its activities into neighbouring countries like Tunisia.

China Programme

In 2021, Inditex has continued to strengthen its relationship with strategic partners in connection with community investment in China. Specifically, it has worked with the China Development Research Foundation (CDRF) in the donation of 201,000 units of medical material to mitigate the consequences of the pandemic in Hubei province. Furthermore, to alleviate the impact of the floods that hit Henan province in July, Inditex donated one million yuan through the China Women Development Foundation and gave material worth more than 10 million yuan via the China Environmental Protection Foundation to help those affected.

With regard to education, in addition to the programme with Tsinghua University, we joined forces



with Fudan University in Shanghai to support its business school’s MBA Spain Immersion Program. The Inditex Scholarship and Fund for Education and Training at Huazhong University of Science and Technology was set up to support the construction and launch of an Economics Faculty.

A Flote

The Emalcsa Foundation, A Coruña City Council and Inditex have been working together since 2017 in the *A Flote* social integration and social benefits programme in the catchment area of Inditex’s main headquarters. In 2021, 423 emergency social benefits were handled, 319 requested by women and 105 by men. These emergency benefits were used mainly for housing, school meals and utility expenses (water and electricity).

Alentae

Alentae is a project run by the Galician Confederation of People with Disabilities (COGAMI) in cooperation with Inditex, aimed at helping people with disabilities to access the labour market. In 2021, a special employment centre was created to manu-

facture surgical masks, supported by Inditex which donated five automated production lines worth 1.5 million euros, with a monthly production capacity of 13 million units. In addition, the facilities, located in Bergondo (A Coruña), were fully refurbished by the Group to adapt to the requirements for producing surgical masks.

Zara Tribute

Zara Tribute is an initiative launched by Zara in 2021 to promote and channel support for community activities through the design, launch and sale of capsule collections from the brand. Every season, these capsule collections share a common thread and specific theme linked to community investment. Furthermore, the proceeds from the sale of these limited editions are donated to the organisations involved in the initiative.

In its first season, Zara presented the Tribute Collection, commemorating and celebrating the great talents of the fashion world in the 1990s, with a particular focus on top models and the pioneering work of photographer Peter Lindbergh. The project is sponsored by the Peter Lindbergh Foundation and curated by Fabien Baron. The proceeds of

Zara Tribute 01 were allocated to the Franca Sozzani Fund, created in honour of the late Franca Sozzani, the legendary editor of Vogue Italy, admired for her creative spirit and for having revolutionised fashion. The organisation supports research into genomic sequencing to drive the development of preventive medicine.

Emergency relief

MSF Programme

Médecins Sans Frontières and Inditex have been working together since 2008 in developing numerous medical-humanitarian response projects in various parts of the world. As a result of this cooperation, to which Inditex has channelled more than 30 million euros over this period, six million people threatened by armed conflict, epidemics, diseases or natural disasters have received medical care from MSF health workers.

Supporting the MSF Emergency Unit

In 2011 we began collaborating with *Médecins Sans Frontières* (MSF) with the aim of guaranteeing an immediate response to medical-humanitarian crises anywhere in the world. Since then we have helped provide assistance to more than four million vulnerable people without access to medical care in around 70 countries. In 2021 we fully financed the structure of the Emergency Unit (based in Barcelona, Spain), as well as part of the regional teams in the Democratic Republic of Congo (the RUSK), in the Central African Republic (the EURECA) and in Ethiopia (the ESS).

Access to healthcare for the Rohingya community in Bangladesh

In response to the medical and humanitarian needs of the Rohingya community in Bangladesh, Inditex has been supporting *Médecins Sans Frontières'* projects there since 2017. Hundreds of thousands of people have been helped through this cooperation, in particular women and children under five. Specifically, with our support in 2021, among other actions, MSF teams have carried out 36,475 outpatient consultations, 20,450 visits to emergency departments and 6,979 hospital admissions. In addition, the vaccination record of 4,836 children has been updated and 1,599 births were attended to.

Access to healthcare for the migrant population crossing Mexico

Inditex supports MSF in humanitarian relief projects to assist people from Central America attempting to

cross Mexico to gain entry into the United States. In 2021, supported by Inditex, MSF health workers carried out 20,775 outpatient consultations and 4,597 mental health consultations.

Caring for mothers and children at Port-à-Piment, Haiti

As a result of the earthquake that hit Haiti in August 2021, Inditex triggered an emergency plan in cooperation with MSF with the aim of helping to mitigate the impact of this catastrophe. Specifically, Inditex focused its efforts on supporting the maternity and children's hospital in Port-à-Piment to guarantee its ongoing operation after the earthquake. In 2021, MSF professionals carried out 3,016 pre-natal consultations, assisted 615 births and conducted 3,161 consultations in connection with family planning at the Port-à-Piment maternity and children's hospital.

UNHCR Programme

For the second year running, Inditex and UNHCR, the United Nations High Commissioner for Refugees, implemented their ambitious programme of gifts in kind to help clothe refugees and internally displaced people. Through this initiative, which is rolled out in conjunction with various suppliers, Inditex supports UNHCR in its task of sheltering refugees who have been forced to abandon their homes and all their possessions, and helping to restore their dignity. In 2021 more than 2.4 million articles from our collections were donated to UNHCR to help clothe refugees in Uganda, Rwanda and Burkina-Faso. Humanitarian emergency assistance was also provided in the aftermath of the wildfires in Greece, the arrival of migrants to the coast of the Canary Islands (Spain), and of Afghan migrants to Turkey.

Assistance to displaced people in South America

Since 2009 we have been working with *Entreculturas* on a programme to tackle the situation of people forced to flee in Colombia and on its borders (Panama, Ecuador and Venezuela), due to the armed conflict which over this period has caused the exodus of millions of Colombians from the region. For this purpose we established a partnership with the Jesuit Refugee Service Latin America and the Caribbean (JRS LAC), which has helped 77,000 refugees or displaced persons, especially children, adolescents and young people at risk of being linked to, used or forcibly recruited by armed groups, as well as refu-

gees and displaced persons with disabilities, ethnic minorities, black and indigenous communities and women-headed households with children.

In 2021, in light of the humanitarian crisis stemming from the situation in Venezuela, Inditex decided to support another three-year programme to assist displaced persons that will be carried out in Venezuela, Colombia, Ecuador and Brazil.

La Palma Volcano Programme

As a result of the eruption of the volcano on the island of La Palma (Canaries, Spain), Inditex activated an emergency response programme in cooperation with the Red Cross which resulted in the donation of more than 47,000 Zara Home articles to supply 300 homes to relocate families who lost theirs to the volcano.

The material, sent to La Palma from our Cabanillas logistics platform, included blankets, sheets, quilts, towels, table cloths, cutlery, hygiene products, dishes and glassware to equip the homes of the families affected.

Emergency programme in India

In May 2021, South Asia rapidly became the new global epicentre of the covid-19 pandemic. Against this backdrop, Inditex launched a programme in cooperation with the International Federation of Red Cross and Red Crescent Societies (IFRC) and the Red Cross in India with the aim of responding to this emergency.

This programme, to which Inditex provided funding of five hundred thousand euros, was aimed primarily at meeting the following needs:

- Supplying ambulance services, first aid, health-care and oxygen to some of the most vulnerable people.
- Supporting the local administration in surveillance, screening at state borders, testing and the creation of isolation/quarantine facilities,
- Distributing soap, masks and hygiene kits to people in need.



Other issues addressed

In addition to the programmes described above, in 2021 we allocated 21% of our corporate community investment to initiatives linked to the environment, economic development, health, art and culture.

Likewise, in 2021 we have continued to support research institutions such as *Fundación Pro CNIC*, Massachusetts Institute of Technology (MIT), *Real Instituto Elcano* and *Fundación Carolina*, among others. Inditex's links to art and culture are embodied by collaborations with institutions such as the Royal Spanish Academy, Reina Sofía National Museum of Art and the Royal Theatre opera house, among others.

Likewise, Inditex makes charitable gifts at corporate level and from the Group concepts and subsidiaries to help further the general aims of non-profit organisations. We earmarked 1.7 million euros in 2021 for charitable gifts in connection with requests from non-profit organisations, which were distributed among more than 150 entities.