











CONTRIBUTION TO COMMUNITY WELFARE

In 2018, we developed more than 620 community projects that directly benefited more than 2.4 million people. Our Corporate Community Investment in 2018 has exceeded 46 million euros and it has been focused on strategical geographic areas.

Photo: Water.org Programme in Cambodia.

SDG	TARGETS	INDITEX'S CONTRIBUTION
	3.4	The health and well-being of communities is one of the priorities of our Corporate Community Investment Programme, which materializes in both emergency medical assistance initiatives and community health and welfare improvement programmes.
	3.8	
	4.4	Education is one of the three major fundamental areas in our Corporate Community Investment Programme. We develop a range of activities focused on providing opportunities through quality education that offers people the possibility of a decent life and promotes personal development and social justice.
	4.5	
	8.5	We develop community projects that encourage the employment of vulnerable groups to foster their integration and promote sustainable development in the communities where we operate, collaborating with non-profit organisations and social enterprises, which aim to contribute to building a more diverse and inclusive society.
	8.6	
	8.8	
	10.2	We promote social integration and the reduction of inequality through various community investment projects. Among other activities included in this category are in-kind contributions by Inditex to people in need, channelled through renowned community organisations.
	12.2	The promotion of Circular Economy and responsible consumption and production are also among our main areas of investment in the community. For example, we carry out social economy projects, devoted to the revaluation of clothing and footwear through reuse and recycling.
	17.16	At Inditex we are aware that our Corporate Community Investment projects would not be effective if they were promoted in isolation. That is why, in 2018, we collaborated closely with more than 400 community organisations on the most important common challenges in the field, working together for the development of society. Because of this, this year we developed more than 620 community projects.
	17.17	

 More information on pages 294 and 295 of this Annual Report.

R&D INDICATORS – INDICATORS OF CONTRIBUTION TO COMMUNITY WELFARE		
	Of the more than 46 million euros invested in CCI projects, 5.6 million have been directed towards supporting R&D activities in a wide variety of disciplines and fields of application, including research programmes on diseases, the development of new health care protocols, the improvement of water quality and channelling in developing countries, and research programmes in education and social economy.	
	Investment earmarked to R&D	€ 5,661,997

Inditex has engaged an independent study to identify and measure the R&D effort in each of the Group's areas. The results are reported on in the various chapters outlining Our Priorities and are expressed in terms of investment (in euros) and the key projects carried out. The overall results of the study as well as an explanation of the assessment and the criteria used, is available in the "Sustainability, in figures" chapter.

 More information on pages 292 and 293 of this Annual Report.

For the fourth consecutive year, the Dow Jones Sustainability Index has singled out Inditex as the leading company in the industry in the category of *corporate citizenship & philanthropy*.

Introduction

At Inditex we believe that it is our responsibility to contribute to the development of society through voluntary participation in community projects related to our activity. For this reason, we apply a Corporate Community Investment (CCI) Programme that is articulated fundamentally through education, social welfare and emergency relief projects.

The SDGs are the axis of our CCI strategy. In line with our activity, we concentrate our efforts on decent work and economic growth (SDG 8), reduction of inequality (SDG 10) and responsible production and consumption (SDG 12). In addition, at Inditex we make a significant contribution to health and well-being (SDG 3) and quality education (SDG 4). In this way, 84% of our CCI is earmarked for programmes that have one of these SDGs as their main objective.

Such initiatives would not be effective if they were promoted in isolation or individually. That's why, in 2018, we collaborated closely with more than 400 community organisations working in the field in order to help face these social development challenges. Because of this, we developed more than 620 community projects during the year that have directly benefitted more than 2.4 million people, 53% more than the previous year. In 2018, we allocated 46.2 million euros for these CCI activities.

This chapter outlines the key data concerning our CCI performance according to the LBG methodology, as well as the most important projects developed during the year. These projects are subject to an exhaustive monitoring and accountability process, according to previously defined objectives for each programme based on a range of key performance indicators (KPIs). The LBG methodology enables us to structure and quantify the voluntary CCI activities and measure their impact on community, both in terms of depth as well as type of impact.

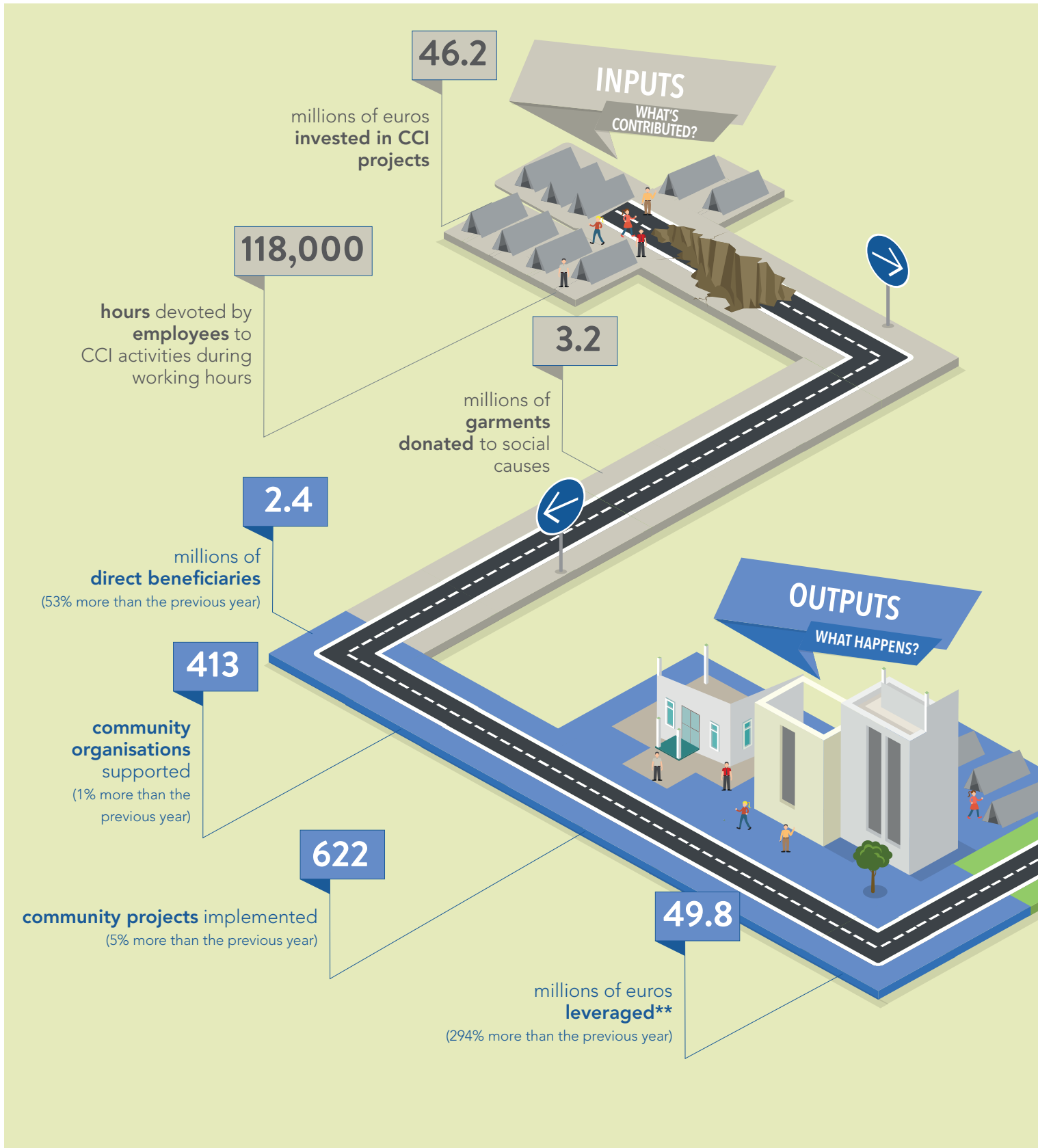
In terms of the depth of the impact, the effects our projects have on beneficiaries are broken down into the following three point scale identifying three distinct levels of change that a beneficiary might experience. Numbers recorded under each of the depth of impact headings are mutually exclusive:

- **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 reported some substantive improvement in their lives as a result of the activity.
- **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 well-being.

Corporate Community Investment 2018*



(*) Data calculated in accordance with LBG methodology based on voluntary expenditure by Inditex on Corporate Community Investment projects during the 2018 financial year. The exchange rate valid on 31 January 2019 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 2,425,639 direct beneficiaries, the impact assessment was carried out on 2,401,131 direct beneficiaries. (****) Assessment carried out on 237 community organisations supported by Inditex, on 81 long-term strategic projects.

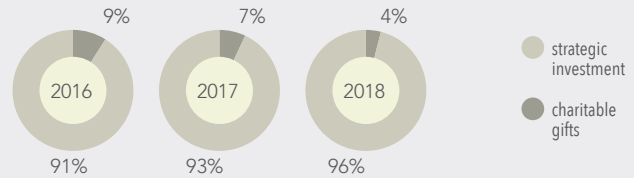


Corporate Community Investment 2018

Maximizing the effectiveness of contributions

96% contributions driven by strategic investment.

Focus on strategic community projects



For the third consecutive 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.

Maximizing impact requires focus

issue addressed

84% of our investment is focused on community activities on SDGs 3, 4, 8, 10 and 12.

78% of our community investment is aimed at reinforcing the priority activity areas: education, social welfare and humanitarian aid.

Location of activity

Inditex has targeted 96% of its community investment to projects carried out in strategic geographical areas, in terms of supplier cluster locations (67%) and stores localization markets (90%).

Alignment with SDG's and Company's business drivers

84% of investment targeted primarily towards 5 SDG's linked to our activity.

96% of investment implemented in strategic geographical areas.



Increasing the scope

5% increase in the number of CCI projects developed.

622 community projects were developed in 2018, which represents an increase of 5% on the previous year.

Increase in the number of direct beneficiaries

53% people
1% community organisations

In 2018, CCI projects directly benefitted more than 2.4 million people, 53% more than the previous year. Beneficiary community organisations also increased by 1% on the previous period, up to 413 organisations.

Increasing second-hand contributions

294% increase in additional funds raised.

Maximizing effectiveness in unlocking additional resources for the community

2017 **12,637,725€**
2018 **49,827,907€**

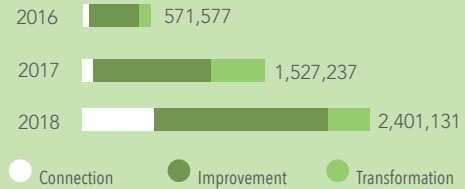
In 2018, the additional resources leveraged by our community activities as a result of the contributions made from sources other than the Company —employees, customers, suppliers, etc.— amounted to 49.8 million euros, which represents a 294% increase on the previous year.

Making greater impact

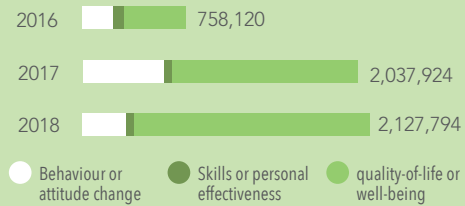
99% direct beneficiaries included within the impact assessment.

The scope of the impact assessment was extended to 2,401,131 million people —99% of the total number of beneficiaries—, compared to the 1,527,237 million people of the previous year, which represented 96% of the total number of beneficiaries. The impact has increased both in depth and type of impact.

Depth of impact



Types of impact



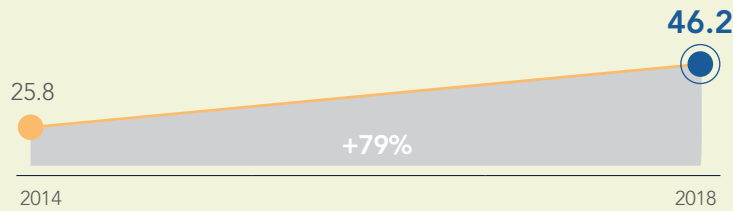
Evolution of Corporate Community Investment 2014–2018

The Corporate Community Investment (CCI) strategy is based on Inditex's Corporate Citizenship Policy. The performance of Inditex in relation to this policy during the period 2014-2018 is summarized through the following indicators.

TOTAL CORPORATE COMMUNITY INVESTMENT 2014-2018

(in millions of euros)

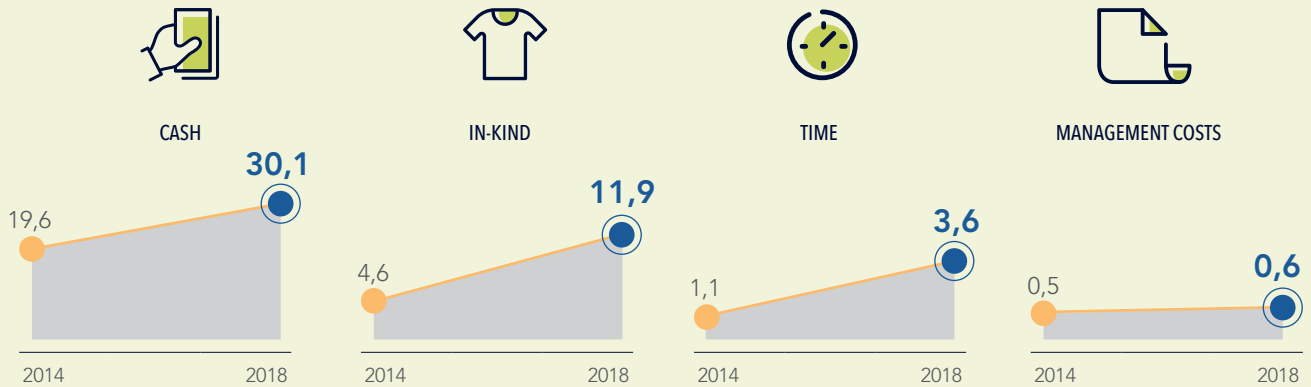
Increasing investment. In the 2014-2018 period, Corporate Community Investment has amounted to more than 195 million euros.



BY FORM OF CONTRIBUTION

(in millions of euros)

Remarkable increases of in-kind and time contributions alongside a significant boost of cash contributions.



BY DRIVER FOR CONTRIBUTION (*)

(in millions of euros)

Increasing investment in strategic projects while decreasing charitable gifts.

Charitable gifts:

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



CHARITABLE GIFTS

Community investment:

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



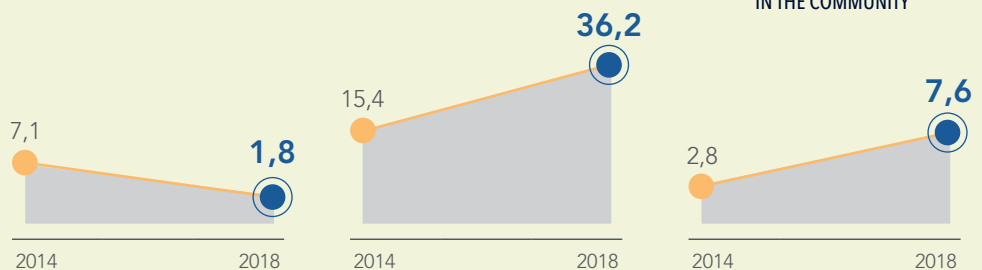
COMMUNITY INVESTMENT



COMMERCIAL INITIATIVES IN THE COMMUNITY

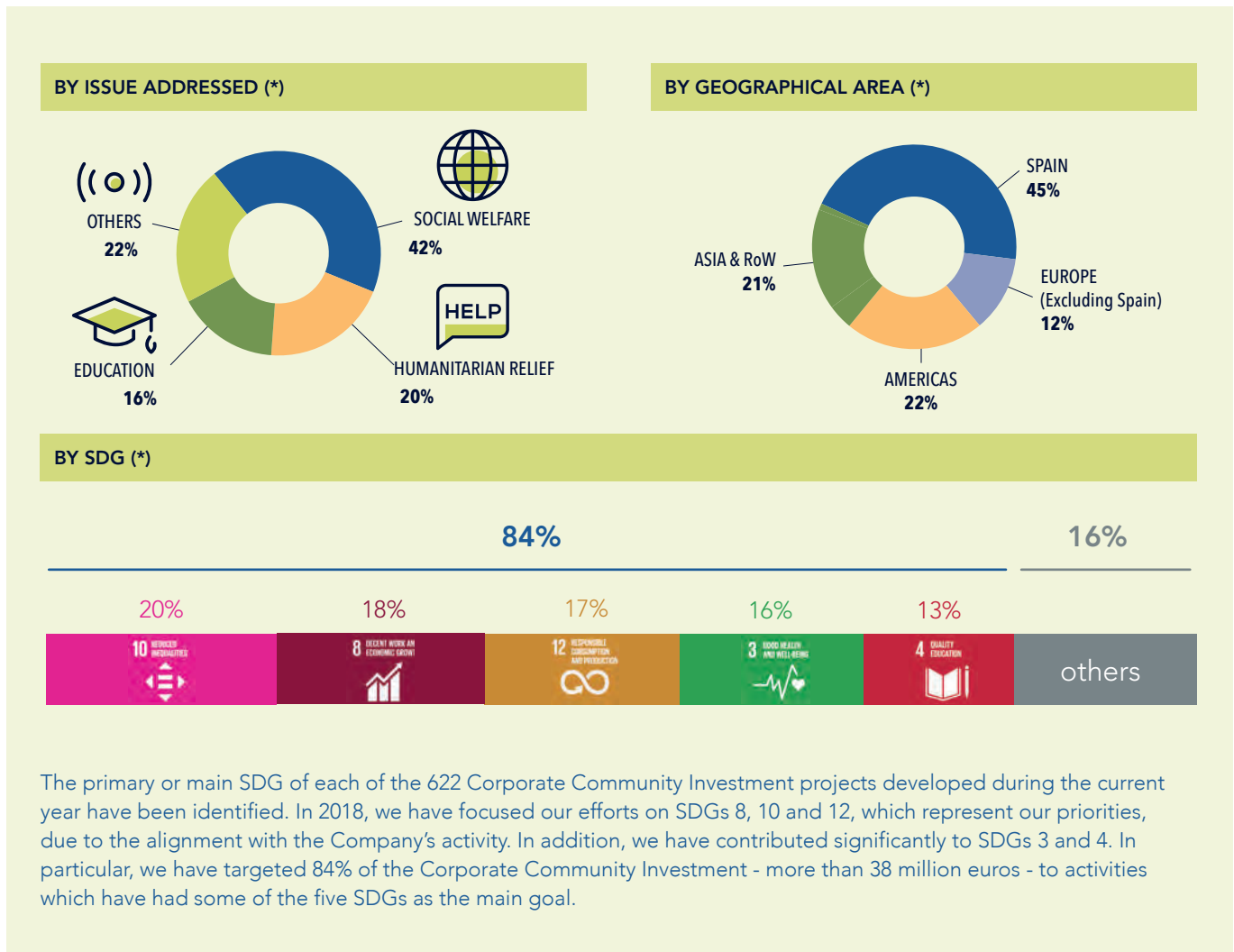
Commercial initiatives in the community:

Initiatives of social interest directly related to the Company's retail activity.

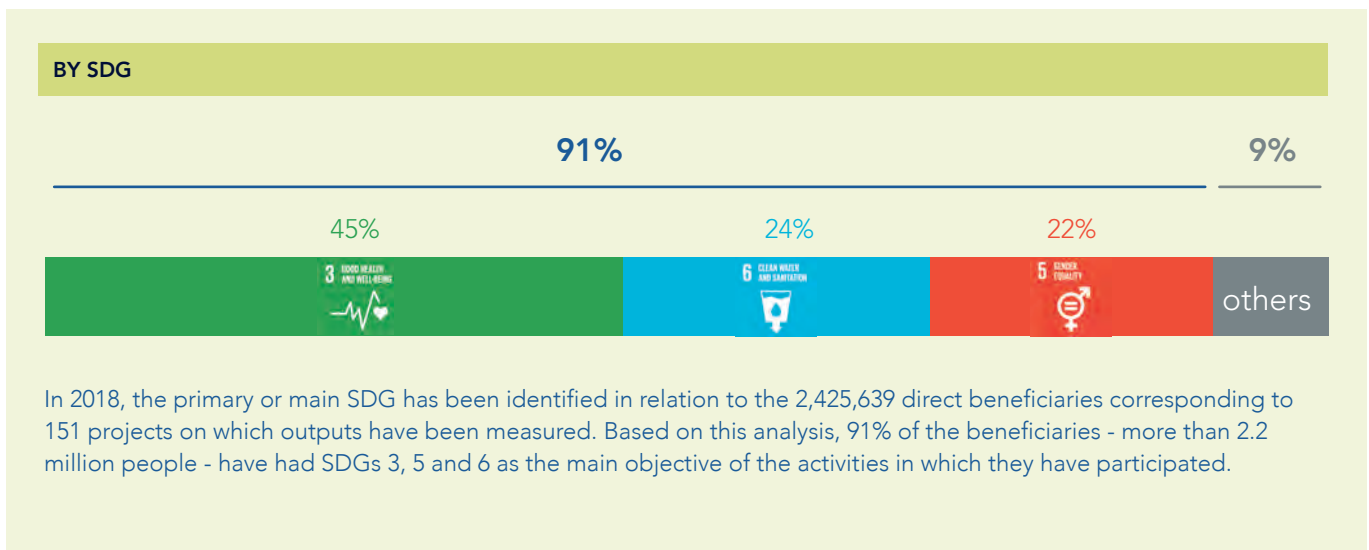


(*) Does not include management costs.

Distribution of Corporate Community Investment 2018



Distribution of direct beneficiaries 2018



Key programmes in 2018

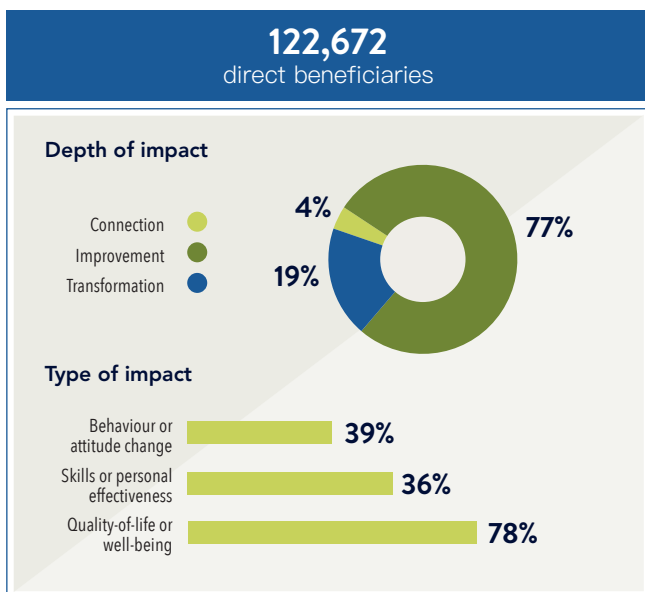


The Colombia Borders Programme. (Photo: Peter Porta)



1. Education

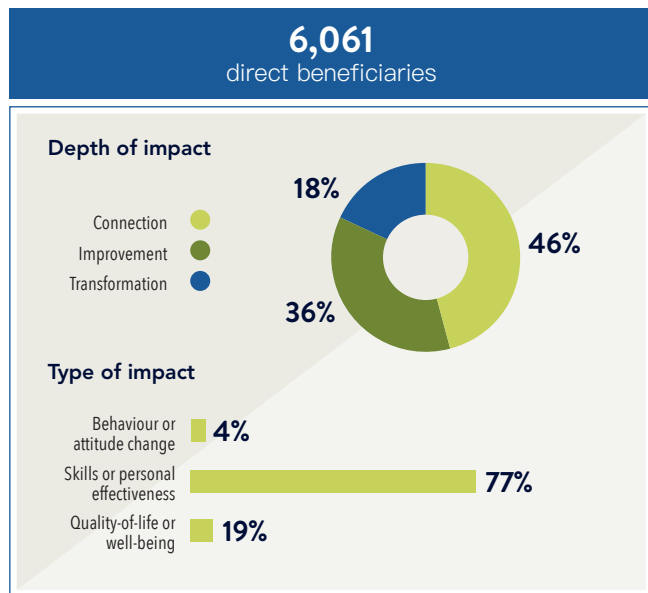
EPGO Programme (Educate People, Generate Opportunities)



In 2018, Inditex and Entreculturas continued to develop the three-year programme *Educate People, Generate Opportunities II* (EPGO II), which in its second year served more than 122,000 people in 23 projects in 11 different countries: Argentina, Bolivia, Brazil, Ecuador, Mexico, Paraguay, Peru, Uruguay, Venezuela, South Africa and Lebanon.

Through this programme, Inditex and Entreculturas are investing in education and training for employment, as well as in vulnerable groups (especially the displaced or refugees) through humanitarian relief. Thanks to these projects, young people and adults living in contexts of poverty have been trained to access the labour market and have their first employment experiences. Work was also done to empower and offer future opportunities to indigenous people, people with disabilities, young people at risk of exclusion and migrants and refugees.

The Colombia Borders Programme



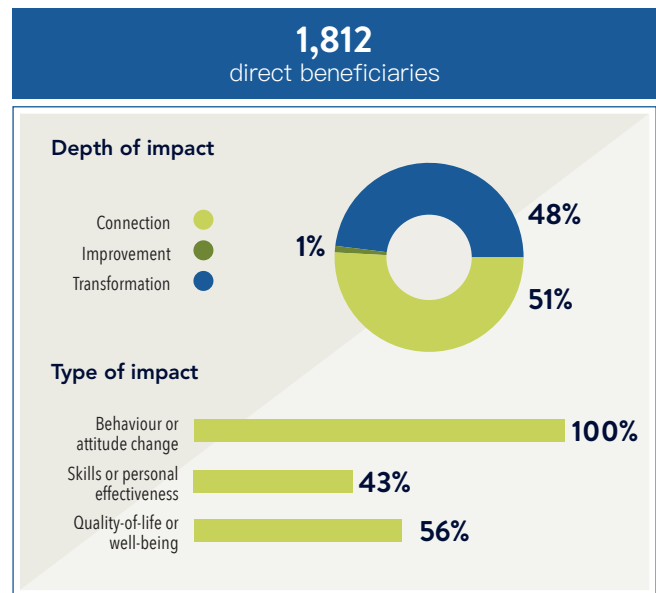
The joint work between Inditex, the Jesuit Refugee Service LAC (Latin America and the Caribbean) and Entreculturas began in 2009 with a three-year programme for displaced people and refugees in Colombia and its border countries (Panama, Ecuador and Venezuela) affected by the armed conflict. The persistence of the conflict and the success of the programme prompted a second and a third edition in the periods 2012/2015 and 2015/2018 in Ecuador, Venezuela and Colombia.

In October 2018, the fourth phase for the period 2018/2021 began, with the perspective, on the one hand, of the current Colombian context with the Peace Accords between the government and the FARC-EP; and, on the other hand, of the worsening of the political and economic situation in Venezuela, which is causing a large number of people to find themselves in a situation of extreme vulnerability and social risk.

The goal of this edition is to serve more than 18,000 people through two main lines of work:

- Integral Humanitarian Action: includes legal and psychosocial support, humanitarian aid, and livelihood support, which responds to people's immediate needs and also allows them to improve their living conditions.
- Education: peace education activities, reconciliation and prevention of violence both in schools and in host communities for displaced people.

Village Hope School Programme

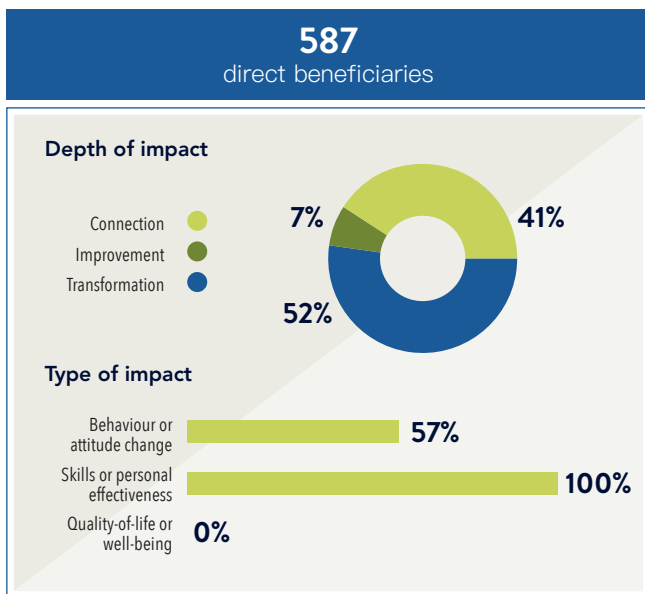


In 2016, Inditex signed a three-year agreement with China Youth Development Foundation (CYDF) for the construction of 10 rural schools per year for the *Village Hope Programme*. The aim of this programme is to improve the educational infrastructure of rural depressed areas, as well as to guarantee students' access to quality education. In 2018, it was agreed that five *Village Hope* schools were built in Ruyang (Henan Province). In addition, the construction of two large *Hope Village* schools in Yuexi County (Sichuan Province) was established, according to the needs and financial situation of the local government.

A total of 1,812 adolescents benefitted directly from this programme, which has contributed to improving their mental and physical health, as well as their academic performance. The good results have also encouraged an increase and improvement in investment in primary education by local authorities, which will make it possible to improve the quality of teaching and make society aware of the importance of supporting and meeting the needs of rural schools in impoverished areas. In this context, a group of Inditex volunteers visited the *Village Hope* school in Ningxia in September 2018 to learn more about the programme. The initiative was also awarded the CYDF *best partner award* in 2018.

Thanks to the collaboration between Inditex and Tsinghua University, 40 students from their MBA Programme have visited the headquarters of Inditex in Spain – deepening the Group's Sustainability policy through mutual learning.

Beijing Normal University Programme

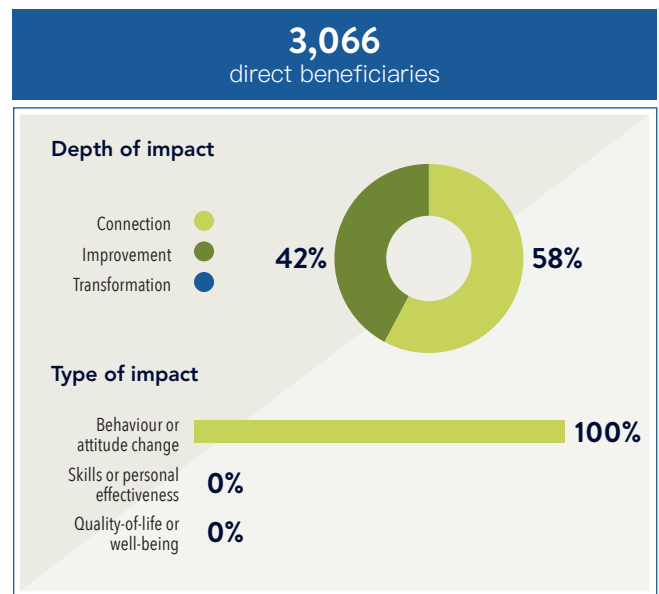


In collaboration with Inditex in 2017, Beijing Normal University's Emerging Market Institute launched a scholarship programme, targeted at MBA students coming from 30 different developing countries.

In 2018, the programme provided its participants with adequate financial resources to complete their studies. In addition, thanks to the *Inditex Chair Professors Funding*, academic and teaching excellence has been recognized with funds for research projects in sustainable development and education in impoverished areas. As part of this programme, the students visited Zara's flagship store in Nanjing West Road in Shanghai, where they received training in sustainable development, as well as Zara's logistics centre in Kunshan (Jiangsu province).

Inditex's support has also made it possible to hold the *Emerging Markets Youth Forum (Y30)*, a forum whose objective is to strengthen exchange and cooperation between young people from countries with emerging economies.

Tsinghua University Programme

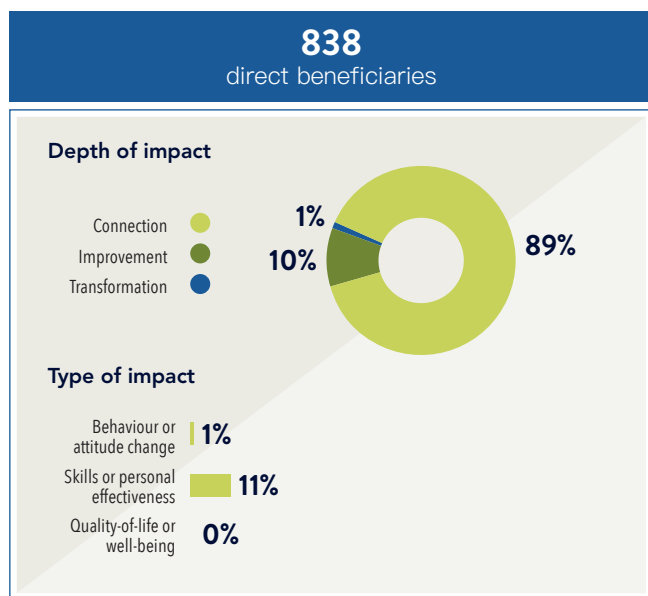


The partnership between Inditex and Tsinghua University School of Economics (Tsinghua SEM) is defined by a three-year agreement signed in 2017 and which will run until 2019. In January 2019, by virtue of this collaboration, a total of 40 Tsinghua SEM MBA students were selected to participate in the *Global Immersion in Spain Programme: Fashion and Sustainability*. Through the case study and the visit to the facilities, the students were able to internalize the keys to the fashion industry and learn about Inditex's sustainability policy, the objective of which goes beyond the mere implementation of this concept in the Company by analyzing the fashion demanded by customers.

Thanks to this programme, Tsinghua SEM students have also improved their knowledge of corporate social responsibility, as well as of environmentally responsible initiatives within the Company. In this sense, they have also had the opportunity to propose their own solutions to Inditex's sustainability challenges.

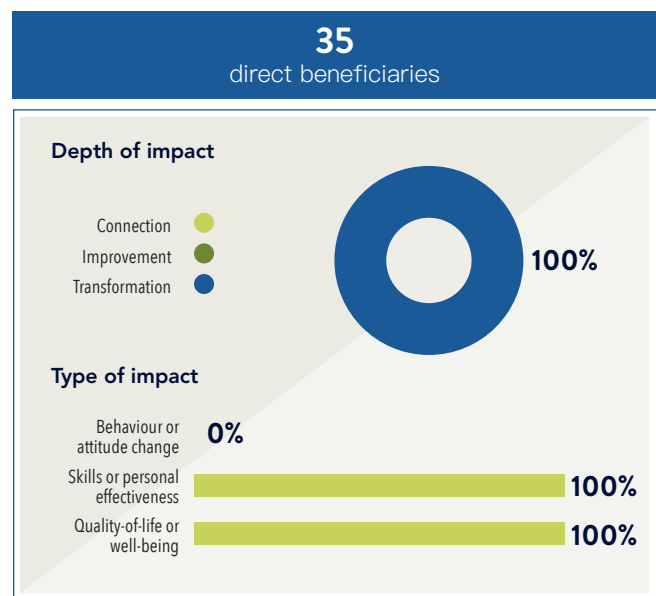
In 2018, the Inditex Chair in Forced Migrants and Refugees carried out the first study focused on integration of refugees in Spain.

Chair in Forced Migrants and Refugees



During 2018, the Chair in Forced Migrants and Refugees, created by Inditex and the Universidad Pontificia Comillas, investigated the social integration of applicants for international protection in Spain, in collaboration with Cáritas Española. This is the first study focusing on refugees in Spain, making it a pioneering initiative in this field. A research programme on coexistence relations and diversity management was also set up in six Spanish cities; and two doctoral research projects have been promoted, one on the system of reception and integration of refugees in Spain, and the other on psychological intervention with the refugee population, the latter after collaboration with Harvard University. On the other hand, four postgraduates joined organisations working with refugees in Spain, Belgium, Kenya and the Democratic Republic of Congo; at the same time, awareness-raising and dissemination activities were developed, and links were established with different universities, especially with the international development department of Oxford University.

InTalent Programme

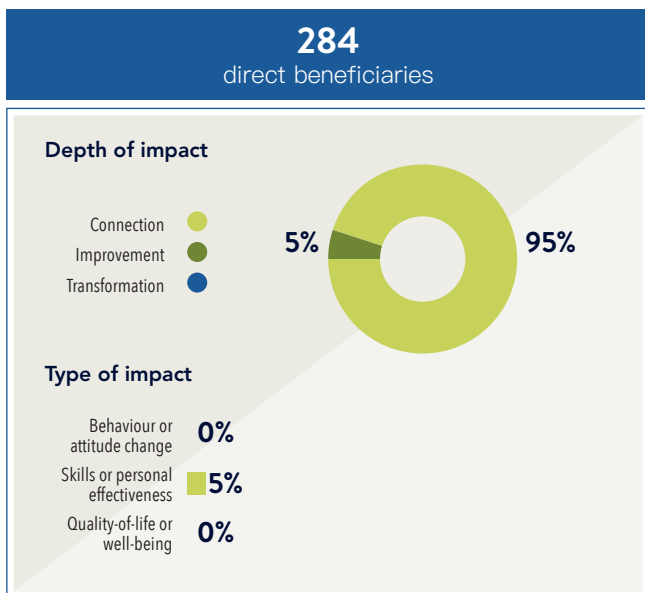


InTalent is a specific collaboration programme between the University of A Coruña (UDC) and Inditex for the hiring of post-doctoral researchers with international projection and extensive experience under the sole criterion of excellence. Under this premise, the main objective is to position the UDC as a benchmark in attracting research talent. In 2018, two new researchers joined the UDC, who were chosen from more than 100 applicants with a high curriculum level, from four continents and 26 different countries. The international nature of InTalent has attracted Spanish researchers back to Spain. Their professional careers had been developing in leading research centres in the United Kingdom, Germany, Switzerland, Italy and the United States, among other countries.

Beyond InTalent, Inditex has been collaborating since 2013 with the UDC in the granting of grants for predoctoral stays, with the aim of increasing the quality and internationalization of doctoral students' research. In 2018, the sixth edition of this programme was held and 33 students were granted grants for stays in research centres around the world.

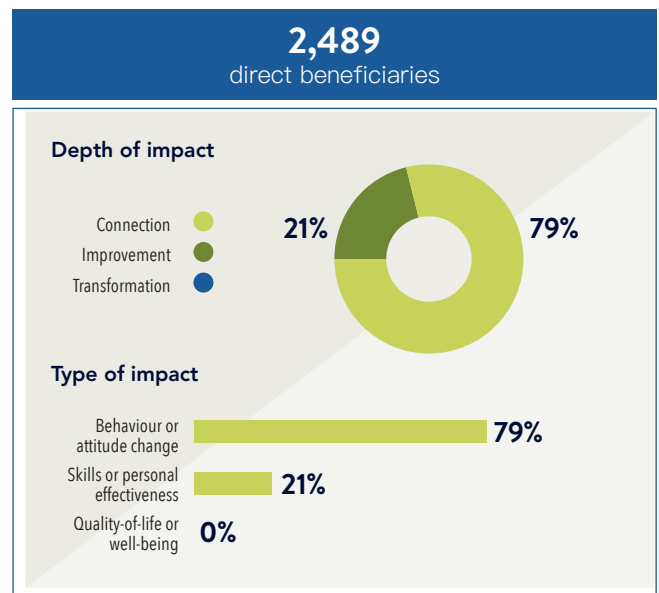
Thanks to the Inditex Chair, 2,574 Bangladeshi students have participated in Spanish courses, thus improving their opportunities in the labour market.

TEMPE-APSA Chair of Disability and Employability



The TEMPE-APSA Chair in Disability and Employability at the Miguel Hernández University in Elche (Spain) aims to promote training and research to improve the integration of people with disabilities into the labour market. Among the activities carried out in 2018, the second promotion of the Degree of University Expert in Store Auxiliary Tasks stands out, completed by a total of 15 students with intellectual disabilities, several of whom achieved their labour insertion in ordinary companies. On the other hand, the youth exchange project *Training for our future* was developed, within the framework of the Erasmus Plus Programme and in collaboration with the Irish association Walk. The project allowed 10 young Irish people with intellectual disabilities to stay in Spain as well as the Chair's students to subsequently visit Dublin and participate in workshops designed to improve their socio-labour skills.

Inditex Chair of Spanish Language and Culture in Bangladesh



The Inditex Chair of Spanish Language and Culture at the University of Dacca (Bangladesh), which was created in 2011 as a cooperation project between the local university and the universities of A Coruña and Santiago de Compostela, currently has a staff of six professors.

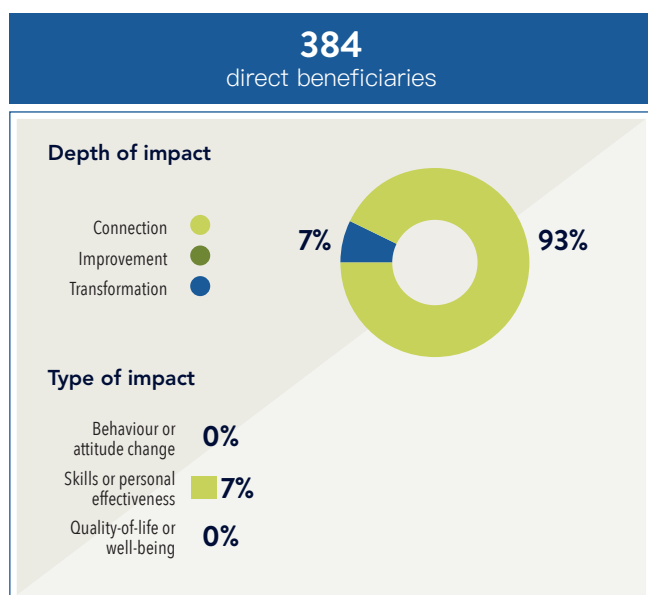
The Chair teaches Spanish to more than 400 students every year and organises cultural activities open to all students at the campus. In this course, new seminars were organised with academic activities related to the scientific and sports culture of present-day Spain. Activities were also promoted to bring Galician traditional music closer to Bangladeshi music, in collaboration with the Music Department of the University of Dacca.

In addition, the yearly summer scholarship programme for students at the Chair and for teacher training brought five students from Bangladesh to the University of Santiago de Compostela in 2018.



Inditex Chair of Spanish Language and Culture in Bangladesh. (Photo: Salvador Arellano)

Inditex–UDC Chair of Sustainability



The mission of the Inditex-UDC Chair on Sustainability in A Coruña (Spain) is to encourage universities, companies, non-profit organisations and the public to participate in community debate, academic training and applied research on responsibility and social innovation.

In 2018, the seventh edition of the Specialization Course in Sustainability and Social Innovation (CESIS) was held. Twenty-five students, 11 of which awarded grants from Inditex, participated in this certified postgraduate training course of 625 hours of regular classes, seminars, workshops, tutorials, conferences, institutional visits and hands-on projects with organizational partners. This program is led by 35 instructors from professional fields, alongside professors of the UDC and other universities.

The series of conferences entitled En Código Abierto (2017/2018 academic year) was also launched, with the participation of Mr. Juan Iglesias, Director of the Inditex Chair on Refugees and Forced Migrants, at the Comillas Pontifical University in Madrid; Mr. Félix Fuentesnebro, Director of the Federación de Asociaciones de Medicusmundi, España; and Mr. Dan Rees, Better Work Chief.

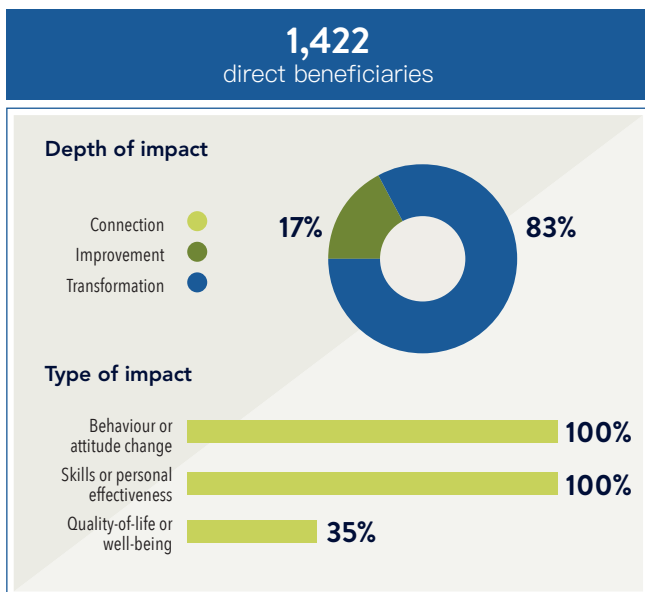


EPGO Programme in Peru. (Photo: Entreculturas)



2. Social welfare

Employment Programme in Spain

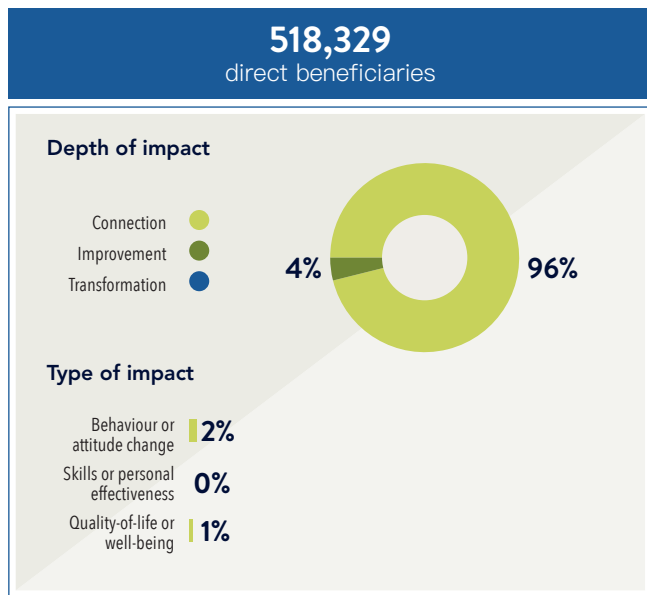


Since 2011, Inditex has been supporting the Caritas with an employment programme, which promotes access to decent employment for people in situations of vulnerability or social exclusion through the following lines of action:

- Individualized accompaniment, to favour the social inclusion of the participants.
- Training, with the focus on improving skills, as a basic requirement to boost employability.
- Encouraging social economy initiatives that generate productive structures in a social and economic environment based on the principles of justice, social cohesion and the generation of opportunities for everyone.

During 2018, 31 social economy projects, two self-employment projects and 38 training projects were consolidated. In addition, a total of 1,422 people improved their employability, 1,056 received training and 495 found employment.

Every Mother Counts Programme



In March 2017, Inditex committed to a three-year agreement with the non-profit organisation 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 provision of prenatal, delivery, and postnatal care and attention to pregnant women, as well as maternal health public outreach, education, and community mobilization.

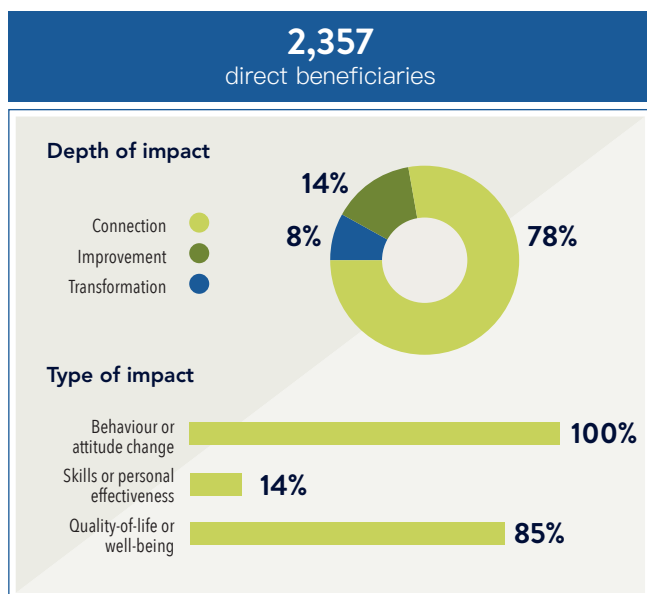
Thanks to the support of Inditex, Every Mother Counts has partnered with the HOPE Foundation for Women and Children of Bangladesh to provide services for women and children in Cox's Bazar. The services include pregnancy, delivery, postnatal, and neonatal care, as well as education on breastfeeding, newborn care, and family planning. In 2018, HOPE Foundation was able to reach over 3,060 women, along with their children, with this care and education.

In the United States, the support of Inditex has enabled Every Mother Counts to partner with the Florida non-profit organisation Commonsense Childbirth to provide access to high-quality pregnancy and post-natal care, education, and social support services for over 900 marginalized, low-income women and their babies.

Inditex's funds were also used to support Every Mother Counts' public education and community mobilization programmes in the United States, including races, film screenings, festivals, and online.

Every Mother Counts recruited 474 new runners in 2018, who in turn raised hundreds of thousands of dollars for the organisation. EMC also engaged 10,133 new donors to the organisation. Finally, in 2018, EMC's film "Giving Birth in America: California" reached over 100,000 people via CNN, and "Giving Birth in America: New York" reached over 350,000 people through Upworthy.

Brazil Programme

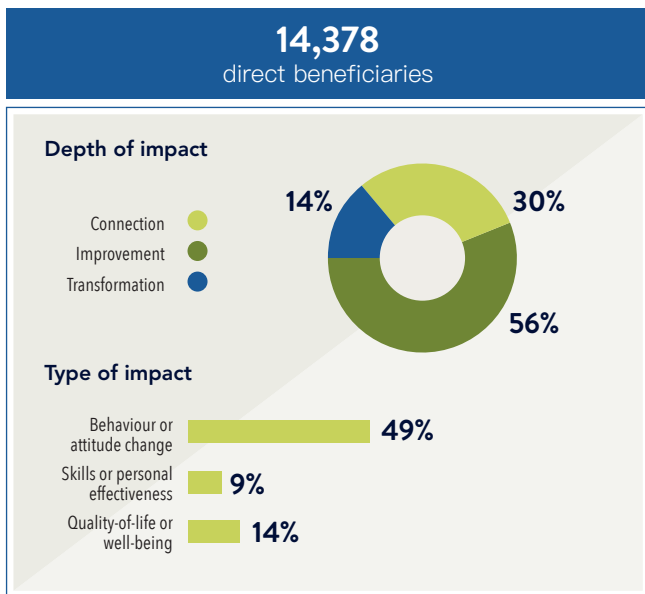


In 2018, Inditex continued to support the integration of the immigrant population in Brazil through collaboration with entities such as Missão Paz São Paulo and Aliança Empreendedora. Under this programme, more than 2,300 vulnerable people were handled during the year.

The initiative took the form of activities that regularize migration, boost employment through the improvement of professional skills, and promote the human rights of the Latin American immigrant population in the textile industry through entrepreneurship.



Community Development Programme in Bangladesh



The Community Development Programme in Bangladesh, in collaboration with Cáritas, focuses on working with communities vulnerable to natural disasters or situations of extreme poverty both in rural areas and in Dhaka, the capital city of the country. Its work is organised into two areas of activity:

1) Enhancing the adaptation capacity of communities vulnerable to natural phenomena such as droughts and floods.

In 2018, a disaster preparedness and reduction plan was promoted to improve resilience and environmental protection through strengthening local capacities and committees in Gaibnadha, Naogaon, Sherpur and Sunamgon districts. The plan included development activities, especially in the areas of water resources management and reforestation. Similarly, communities were provided with adequate health and hygiene systems in the face of floods, droughts and wildlife incidents.

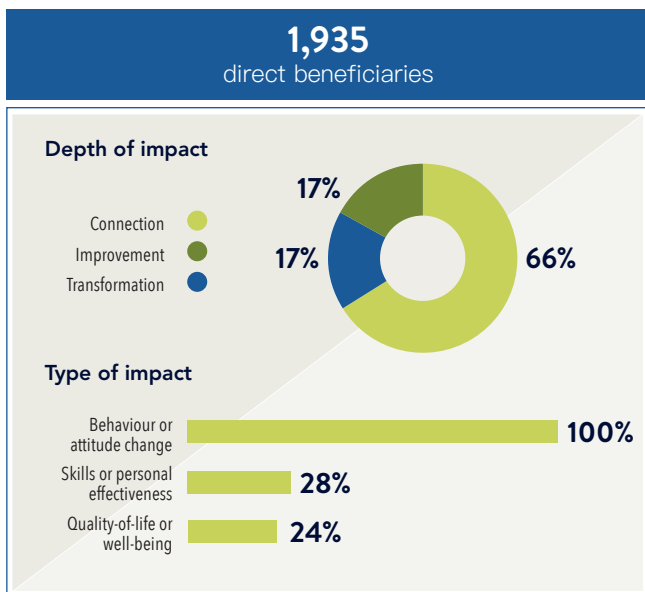
2) Contribution to the improvement of socio-economic conditions and people's dignity in the communities affected by extreme poverty in Dhaka.

The programme was developed in three *slums* of the city of Dacca through social institutions that watch over the rights and capabilities of unemployed women and women without resources. Similarly, access to social services for children under the age of six was facilitated through the establishment of five childcare centres and the formation of parents' associations. Assistance in primary health services was also offered in care centres, referral hospitals and NGOs, among others. In 2018, training addressed to women and adolescents in areas such as nutritional support for children, health and hygiene assistance, safety and defence, maternal and reproductive health assistance and vocational training, among others, was also consolidated and strengthened.



Community Development Programme in Bangladesh. (Photo: Carítas)

Coruña Emprega and A Flote Programmes



During 2018, Inditex strengthened its collaboration in local projects whose objective is to contribute to the social integration and welfare of people at risk of exclusion residing in the La Coruña area (Spain), the province of the Inditex headquarters. Inditex organised this programme through two projects called *Coruña Emprega* and *A Flote*, in collaboration with the City Council of La Coruña and the Emalcsa Foundation.

The *Coruña Emprega* Project focuses on professional qualification and intermediation with companies to

promote the incorporation into the labour market of people over 45, long-term unemployed, migrants, young people without training and people with functional diversity, among others.

A total of 92 formerly unemployed people —68 women and 24 men— belonging to groups with high social vulnerability found a job in 2018 thanks to this initiative. The balance sheet assumes an average labour insertion of 85.6%. At the same time, a total of 1,122 people were sensitized through the various activities of the project. Among these, 880 people —506 women and 374 men— received personalized employment guidance. Additionally, 1,886 hours of employment training and 540 hours of work experience in companies were given.

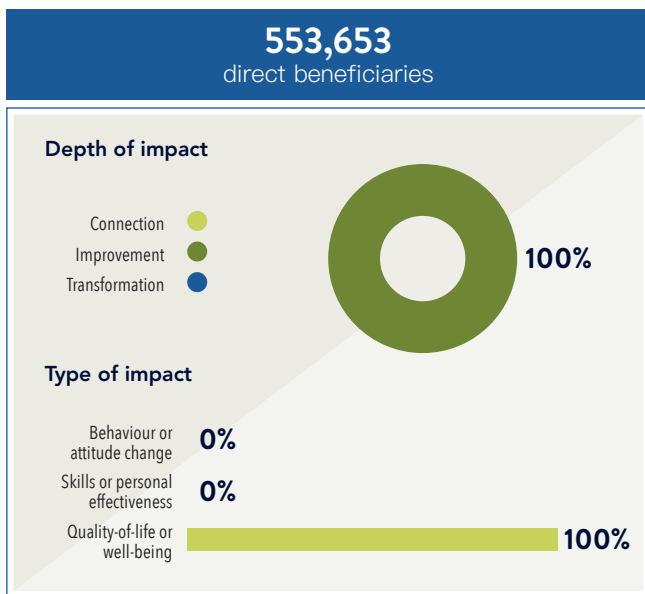
One of the novelties in 2018 was the launch of the IMOs Programme in the neighbourhoods, in which 186 people (118 women and 68 men) took part. This is an initiative which aims at bringing employment services closer to citizens, especially in neighbourhoods with the highest levels of unemployment.

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*, 692 urgent, punctual and transitory economic aids have been managed, especially in relation to the right to housing.



Meeting at Inditex headquarters between the president, Pablo Isla, and co-founders of Water.org, Matt Damon and Gary White, in January 2019.

Water.org Programme



Inditex and Water.org have partnered together since 2015 to bring access to safe water and sanitation to people living in poverty in Cambodia and Bangladesh. Through financing for household water and sanitation solutions (known as WaterCredit), our partnership has catalyzed more than \$60 million for water and sanitation loans. The result—nearly

800,000 people empowered with life-changing access to water and sanitation over the last three years.

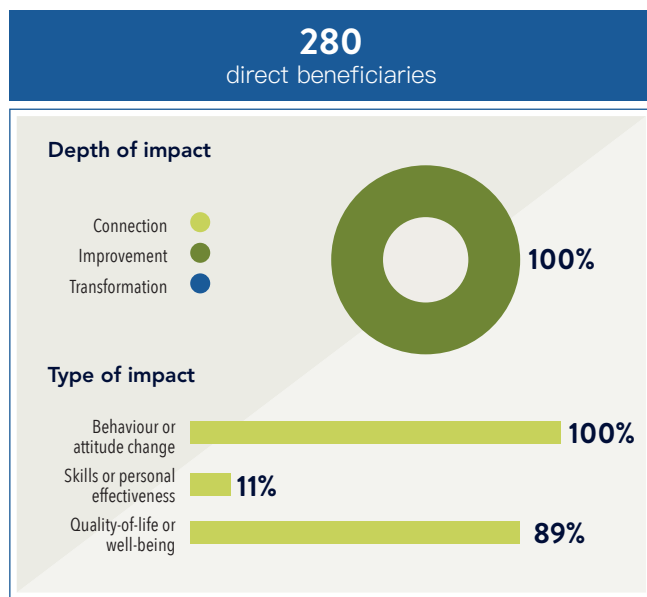
2018 was a milestone year for this programme, reaching economies of scale and greatly accelerating the rate of impact. In Cambodia, Water.org partnered with five local financial institutions — SAMIC Microfinance, Vision Fund Cambodia, LOLC, Agora Microfinance, and Chamroeun — to reach 715,000 people through 166,000 WaterCredit loans, eight times the original target.

Targets were also exceeded in Bangladesh in 2018. Together, Water.org and its two financial institution partners — Sajida Foundation and WAVE Foundation — reached more than 70,000 people with access to water and sanitation through more than 16,000 WaterCredit loans. To this end, Water.org’s local partners continued to provide health and hygiene education to the communities they serve, and piloted loan repayment through digital financial services.

In January 2019, the president of Inditex, Pablo Isla, held a meeting at Inditex headquarters with Matt Damon and Gary White, co-founders of Water.org, with the aim of reinforcing the strategic alliance between the two entities when it comes to providing drinking water and sanitation to communities in developing countries.

Thanks to its collaboration with Inditex, Water.org leveraged more than 60 million dollars in microcredits for drinking water and sanitation in Cambodia and Bangladesh over the last three years.

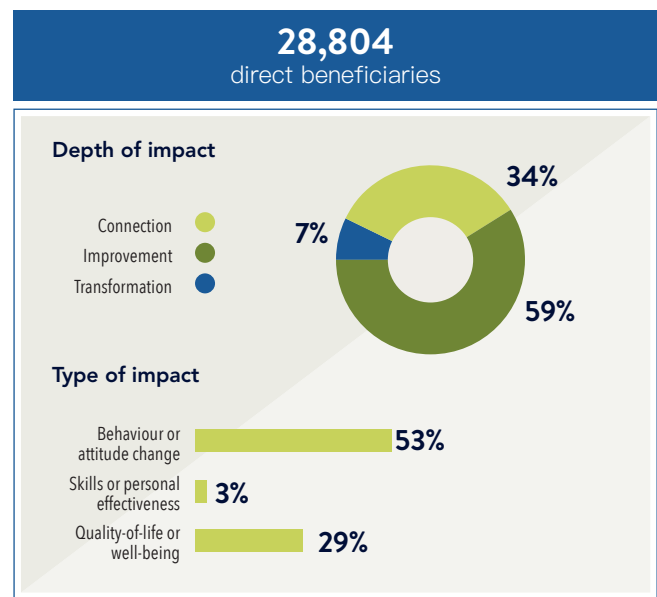
Médecus Mundi Programme in Morocco



In 2018, the programme implemented by Médecus Mundi organised activities of varied nature, in collaboration with various civil society actors—including the Union of Feminist Action and the Moroccan Association of Occupational Health—, public administration actors—represented by the Directorate of Labour and Professional Insertion—, occupational doctors, and the Moroccan social security polyclinic.

On the one hand, awareness was raised among workers regarding social and labour rights and the prevention of occupational risks and illnesses. A medical campaign was also developed for the prevention of cardiovascular risks, as well as training and support for the Health and Hygiene Committees and for the delegates of Moroccan textile companies' workers. In addition, a line of work was initiated to prevent moral and sexual harassment of garment workers in the country.

Community Development Programme in Cambodia



The Community Development Programme in Cambodia, in collaboration with Caritas, works in rural areas through community associations, farming cooperatives and healthcare volunteers, and relies on the collaboration of healthcare centres and local authorities. Its objective is to improve resilience to the challenges posed by climate change, with techniques for improving and increasing the productivity of crops and animal husbandry. Work is also being done on the promotion of agricultural cooperatives that connect the production of these community associations with markets in order to increase the sustainability of the changes and encourage business opportunities at the local level. In 2018, the programme worked in 18 rural communities in the provinces of Kampong Thom, Preah Vihear and Siem Reap.

With regard to community health, the programme pays special attention to maternal and child health by improving access to health centres and hospitals, vaccinations, pregnancy care and postpartum care. The support groups of mothers contribute to improving the upbringing, especially in children under two years old, while they also collaborate in growth monitoring together with the community health volunteers. The programme was implemented during 2018 in 91 rural communities in the provinces of Battambang, Siem Reap and Preah Vihear.

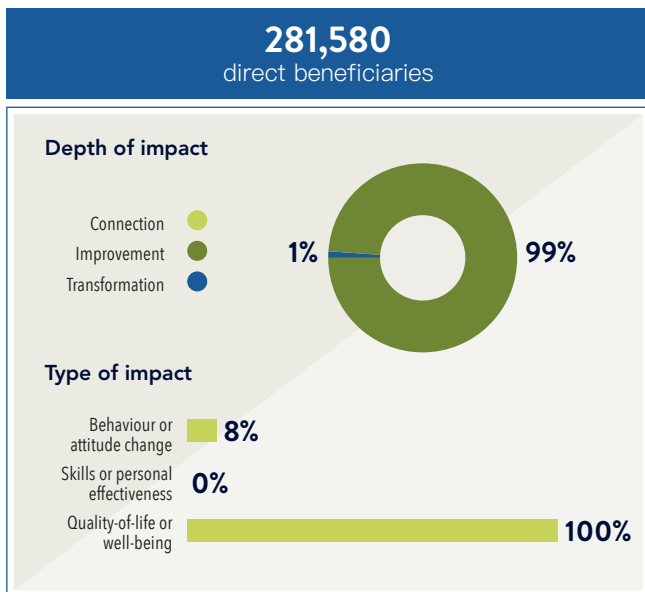


Access to health care for the migrant population in Mexico. (Photo: Juan Carlos Tomasi/ MSF)



3. Emergency relief

Access to health care for the Rohingya refugees in Bangladesh

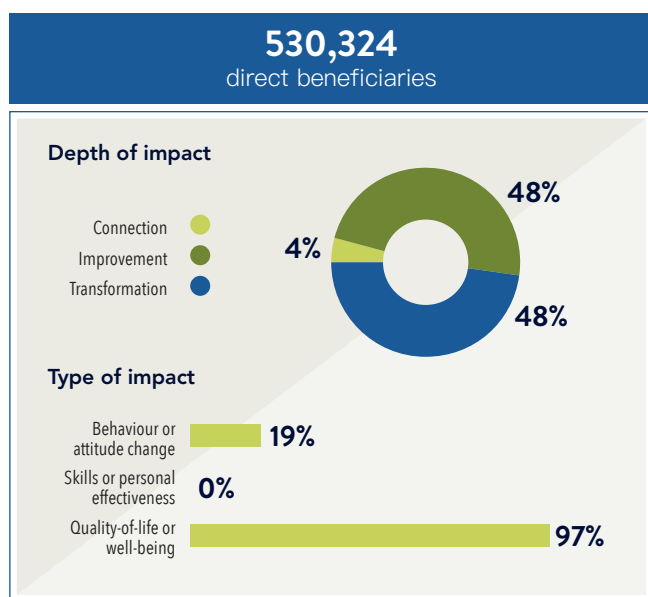


In southeastern Bangladesh, in the Cox's Bazar region, nearly one million Rohingya survive in harsh conditions after fleeing Myanmar. In 2018, Médecins Sans Frontières (MSF) teams provided aid in the camps, focusing their efforts on medical care, drinking water provision through the construction of wells, and latrines construction and maintenance.

They also carried out a total of 247,451 outpatient consultations and 2,683 hospital admissions. At the same time, specific mental health care was provided to 21,878 people to alleviate the devastating effects of trauma and improve their resilience to this complex situation.

Inditex joined the Tent Partnership for Refugees in 2018, a coalition of more than 100 companies whose objective is to generate alliances that improve the lives of refugees.

Health care in Syria

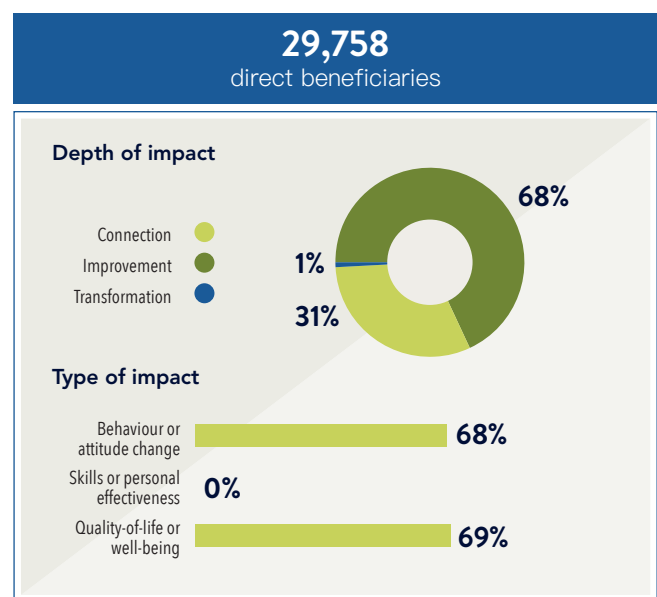


The year 2018 marks the eighth anniversary of the beginning of the war in Syria. Since then, Médecins Sans Frontières (MSF) has worked hand-in-hand with Syrian staff to address the medical needs of thousands of people still struggling to survive in this conflict.

Today, it is estimated that more than 13 million people still depend on international aid. Many of them fled in search of an alternative to the safest areas of the country, including the province of Azaz, on the border with Turkey. The Al Salamah hospital, managed entirely by Médecins Sans Frontières teams, remains 100% operational and guarantees safe, quality medical care for the 300,000 people displaced there.

During 2018, thanks to Inditex's support, 121,868 external consultations were carried out, 1,364 normal deliveries were attended and 104 Caesarean sections were performed. In addition, 1,436 active patients suffering from chronic diseases are monitored.

Access to health care for the migrant population in Mexico



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, marginalization and violence situations in their countries of origin.

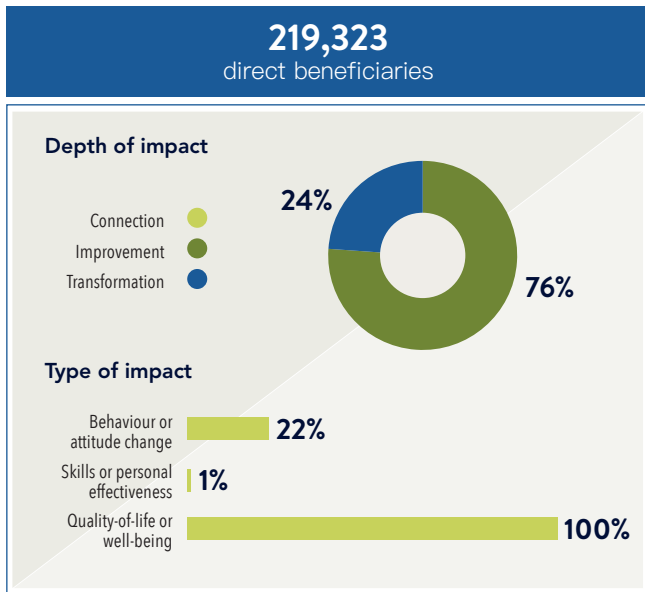
During 2018, the migratory flow did not diminish and the displaced were forced to explore new routes and means of transit, being exposed to serious situations of violence. The journey often involves kidnappings, sexual violence and torture, which have a direct impact on their physical and mental health.

Médecins Sans Frontières teams are present in various transit shelters, where they offer medical and psychological consultations. In addition, the organisation has a Comprehensive Care Centre in Mexico City, which offers specialized medical care to migrants and refugees who are victims of extreme violence, ill-treatment and torture. In 2018, MSF carried out a total of 9,278 medical consultations, and psychologists carried out 2,590 mental health consultations.



Support for the MSF Emergency Unit in Ethiopia. (Photo: Zacharias Abubeker/ MSF)

Support for the MSF Emergency Unit



Since 2011, Inditex has been a strategic partner of Médecins Sans Frontières, facilitating its medical response to humanitarian and emergency crises. This support is key to guaranteeing the immediacy of the agency when it comes to responding in a professional and safe manner to humanitarian alerts anywhere in the world, and being able to organise emergency missions exclusively based on medical needs. Throughout 2018, Inditex specifically supported the Emergency Unit structure and its regional response teams in the Democratic Republic of Congo, Central African Republic and Ethiopia.

This joint effort made possible the humanitarian response to the outbreak of violence provoked by separatist

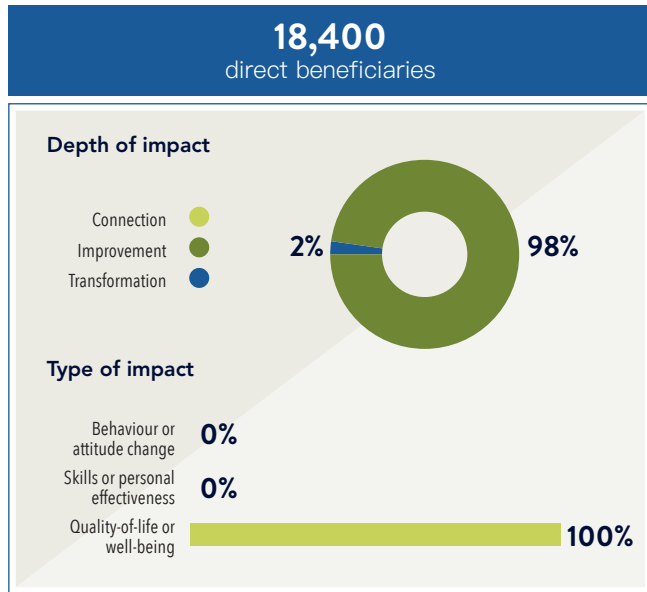
movements in Cameroon. In western Ethiopia, where inter-ethnic violence in Benishangul Gumaz has displaced thousands of people in the Oromia region, MSF teams organised mobile clinics, distributed necessities goods and carried out massive measles vaccination campaigns for children. In addition, help was provided to hundreds of Nicaraguans affected by the siege of armed groups against the regime in power.

In parallel, the Emergency Unit responded to several epidemic outbreaks, including cholera in Zambia and the Democratic Republic of Congo, Lassa fever in Nigeria, measles and Ebola outbreaks in the Democratic Republic of Congo, and an outbreak of haemorrhagic fever in Iraq.

Regional teams have become indispensable in emergency response and in reaching the suffering population at critical times. In the Central African Republic, Eureka (MSF's Urgency Squad RCA) dealt with outbreaks of Hepatitis E in 2018, especially among pregnant women, and also attended to the victims of the violence plaguing the country.

In the Democratic Republic of the Congo, the RUSK (originally from French, Urgent Response Sud Kivu) remains the only entity with a rapid response capability in the South Kivu area. Thus, in 2018, teams faced epidemics of measles in Kabare and cholera in Bukavu and responded to outbreaks of violence in Byangama, Salamabila and Kalonge. Finally, Ethiopia faced the massive arrival of displaced people in Gedeo-Guji (in the Oromia region) following the outbreak of violence, while outbreaks of cholera and measles were treated in Tigray and Afar.

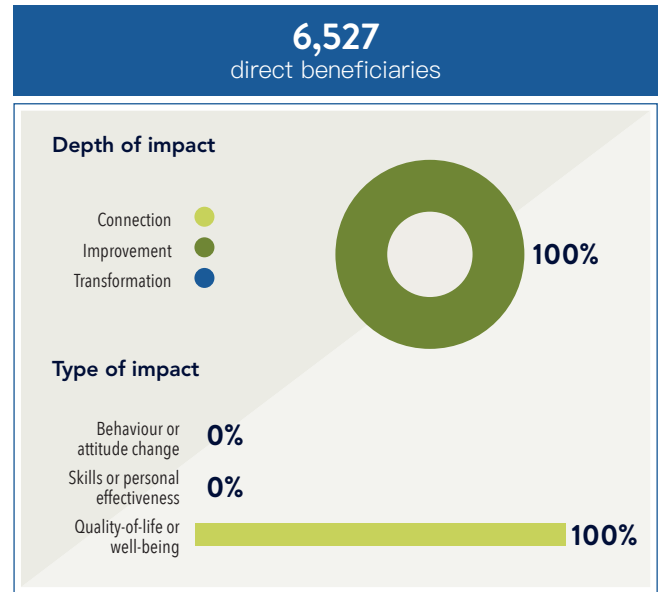
Mexico Emergency Programme



The earthquakes suffered in Mexico on 7 and 19 September 2017 left nearly 400 casualties, in addition to serious damage to infrastructure. Thanks to Inditex's support, Entreculturas supported two projects during 2018 that provided help to 18,400 people affected by the earthquake.

The first project was carried out together with the Jesuit Migrant Service and focused on rebuilding shelters for migrants who had been damaged by the earthquake. On the other hand, support was given to a Fundación Loyola project for the reconstruction of housing for affected families.

Food security in schools in Venezuela



The aim of this project was to reduce food insecurity among thousands of children in Venezuela. During 2018 work was done in 19 schools, offering a daily diet of high nutritional value that benefited 6,527 students of Fe y Alegría schools.

With this nutritional contribution their health sees an improvement, and their attendance at educational centres increases by at least 50% with respect to the attendance of the previous year.

((o)) 4. Others

In addition to the projects described in the previous sections, Inditex allocated 22% of its Corporate Community Investment in 2018 to activities related to health, economic development, art and culture, among other.

In 2018, we continued to provide support to research institutions, such as the PRO-CNIC Foundation, the Massachusetts Institute of Technology (MIT), the Royal Elcano Institute and the Carolina Foundation, among others. Inditex's links with art and culture materialized in collaborations with institutions such as the Real Academia Española, the Museo Nacional de Arte Reina Sofía 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 community organisations. In this context, in 2018 we assigned more than 1.8 million euros for charitable gifts that were distributed among more than 140 community organisations.

In order to systematize and channel this work, Inditex relies on the Sponsorship and Patronage Committee, which is the body authorized to approve these projects.