

## 5.7. Communities

GRI 2-28; 3-3; 413-1; 413-2; AF33; AF34

**Related material topics: Stakeholder engagement; Value creation**



① More information in the *Community Investment Report*, available on Inditex's corporate website.

At Inditex we see community investment as an opportunity to contribute to develop society and care for the planet, placing a special focus on the geographical areas where we carry out our activity. With this in mind, we undertake these investments through partnerships in initiatives which prioritize long-term strategic projects, subject to an exhaustive monitoring and accountability process, as opposed to making sporadic contributions to social or environmental causes.

In 2022, we updated our Community Investment Policy, available on our website, to align it with best practices and recommendations on the topic. This new policy, which replaces the previous one from 2014, was approved on 13 December 2022 and develops the content on community investment set out in the Code of Conduct and Responsible Practices, the Sustainability Policy and the Policy on Human Rights.

One of the reasons for updating our Community Investment Policy is to align the initiatives we undertake with our corporate strategy, the Paris Agreement on climate change and the Sustainable Development Goals set out in the United Nations 2030 Agenda, which represent the driving force behind our community investment programme.

These commitments are embodied in specific projects in which we invest both monetary and in-kind resources, as well as our employees' time, and which, as specified in the policy itself, focus on:

- / Education:** initiatives that seek to ensure the right to quality education at every stage of life and generate decent work opportunities, from a standpoint of equality and inclusion.
- / Emergency relief:** humanitarian actions to protect the lives, health and well-being of forced migrants and refugees and other vulnerable groups facing emergency situations triggered, among others, by natural catastrophes, wars or similar situations.



**/ Environment:** activities that foster the preservation and resilience of natural ecosystems, as the cornerstone of community health and for other living beings, by means of conservation and restoration actions, encouragement of regenerative practices, circular economy commitments and the efficient use of resources, from a "climate justice" and "intergenerational justice" standpoint.

Gender equality, as well as being a fundamental human right, is a main building block for creating a peaceful, prosperous and sustainable world. Consequently, as well as being an objective, the **gender perspective** is a priority that cuts through every aspect of our community investment strategy. As part of this cross-cutting intervention, we take a comprehensive approach to the activities aimed at advancing respect for diversity and the struggle for equality between men and women in every aspect of their lives (economic, social, cultural, workplace, political, and so on), framed by a holistic approach that tackles the root issues and helps mitigate their current consequences.

Furthermore, the initiatives that we promote must be **voluntary; non-profit and focused on a social and/or environmental benefit**; and they must be open to all possible beneficiaries, without prior classification that discriminates against them or favours them because of their belonging to or having a relationship with Inditex.

We also believe it is essential to rigorously measure the outputs and impacts of the initiatives that make up our community investment programme. To do this, we use, among others, the Business for Societal Impact (B4SI) measurement methodology, based on carefully allocating contributions in the community, measuring outputs and evaluating the impact of the various components of the project, in order to assess both the benefit and the programme as a whole.



In total, this year we have launched 725 social and environmental initiatives that have directly benefited more than 3.3 million people. Our annual community investment exceeded 87 million euros<sup>1</sup> and has focused on those sustainable development goals most closely related to our activity. Among them, we highlight the following projects in 2022:

/ Launch of an emergency relief programme, as a consequence of the armed conflict in Ukraine, articulated through support for the United Nations' "Ukraine Flash Appeal" and "Regional Refugee Response Plan" initiatives, involving the supply of clothing and shelter through UNHCR and the job creation within the Inditex workforce in Europe.

/ Establishment of a strategic partnership with the World Wide Fund for Nature (WWF) to restore endangered ecosystems in Europe, Asia, Africa and Latin America. Under this new partnership, nine projects have been launched, focusing on forest conservation, the restoration of river catchment areas and the protection of endangered species and their ecosystems.

/ Support for Water.org's Water & Climate Fund for the development of projects to improve water and sanitation infrastructure with the aim of achieving greater efficiency and savings, while also improving local communities' access to water, in countries such as Bangladesh, India and the Philippines.

/ Collaboration with Action for Social Advancement (ASA), along with the Laudes Foundation, IDH - The Sustainable Trade Initiative and WWF India, to promote regenerative agriculture, ecosystem restoration and community well-being in a 300,000 hectare area in the Indian states of Madhya Pradesh and Odisha.

/ Strengthening collaboration in emergency relief, starting with support for the Emergency Unit of Médecins Sans Frontières and its programmes to assist refugees and migrants in Bangladesh and Mexico.

/ Promoting development cooperation, through the launch of the programme "Generating opportunities: education and inclusion for a sustainable world", in collaboration with Fundación Entreculturas. The projects under this new three-year programme, with activities spanning 12 countries, focus on bridging the educational and digital divide, nurturing decent and sustainable livelihoods and protecting victims of forced migration.

/ Strengthening social action in Spain, based on collaboration with Caritas to promote its clothing collection and reuse programme (Moda Re-) and to continue developing employability, training and inclusion projects for people in vulnerable situations.

/ Inauguration of the first Zara Home store belonging to the for&from programme, Inditex's social initiative for the integration of people with disabilities. The store, which offers items from Zara Home collections from previous seasons at reduced prices, is managed by Fundación Prodis, a non-profit organisation whose aim is to provide the support needed by people with disabilities to improve their quality of life.

/ Fostering research talent in the university environment, with the launch of the second edition of the InTalent Programme, allowing the University of A Coruña (UDC) to recruit excellent researchers.

/ Renewal of the three-year agreement with the Comillas Pontifical University for the Inditex Chair of Refugees and Forced Migrants, with the aim of promoting the study and academic research on the reality facing people who are forced to flee their homes.

/ Increasing contributions in kind of articles from our collections for social causes; especially through our partnership with UNHCR.

## Our target 2022-2025

In 2021 we exceeded our target of helping 6 million people between 2019 and 2022. That is why, in 2022, we made a new pledge, raising our level of ambition. We undertake to help 10 million people through our community investment programme between 2022 and 2025.<sup>2</sup>

<sup>1</sup> Inditex's community investment is recorded under [Operating expenses in the Consolidated Income Statement](#).

<sup>2</sup> Data calculated according to the B4SI methodology from the calculation of the direct beneficiaries of the different annual initiatives for the period 2022-2025

## Corporate Community Investment 2022\*

### Impacts / What changes?

#### Impact on people (depth)\*\*\*

- 12% connection
- 77% improvement
- 11% transformation

#### Impact on people (type)\*\*\*

- 20% behaviour or attitude change
- 1% skills or personal effectiveness
- 87% quality-of-life or well-being

#### Impact on community organizations\*\*\*\*

- 94% improved or new services
- 96% improved management processes
- 88% taken on more staff or volunteers
- 97% increased their profile

#### Impact on employee participants\*\*\*\*\*

- 99% improved personal skills
- 98% improved personal well-being
- 99% changed their behaviour towards the Company



(\*) Data calculated in accordance with B4SI methodology based on voluntary expenditure by Inditex on Corporate Community Investment projects during the FY2022. The average exchange rate of FY2022 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 3,283,404 direct beneficiaries (\*\*\*\*) Impact assessment carried out on 255 community organisations supported by Inditex, on 69 long-term strategic projects. (\*\*\*\*\* ) Impact assessment carried out on 181 employees volunteering in 16 countries.

**Inputs / What's contributed?**

**€87.9 M**  
**Invested**  
 in Corporate Community  
 Investment (CCI) projects

**7.9 M**  
**Garments**  
 donated

**314 k**  
**Hours devoted**  
 by employees to CCI activities during  
 working hours

**Outputs / What happens?**

**3.3 M**  
**Direct**  
 beneficiaries

**469**  
**Community**  
**organizations**  
 supported

**725**  
**Initiatives**  
 implemented

**75 M€**  
**Leverage\*\***



## 2022 Corporate Community Investment

### Increase in investment

#### Collaboration beyond cash contributions



**34%**

increase garments donated to social causes compared to 2021



**52%**

increase time contributions by employees compared to 2021

We have boosted in-kind contributions, exceeding 7.9 million items donated in 2022, as well as time contributions from employees during working hours, which have exceeded 300 thousand annual hours for the first time.

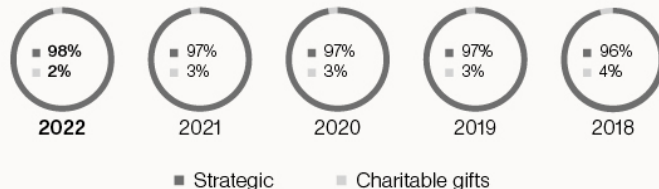
**38%**

increase in Corporate Community Investment (CCI) compared to 2021

We have significantly ramped up our Corporate Community Investment (CCI), reaching 87,9 million euros.

### Maximising the effectiveness of contributions

#### Focus on strategic community projects



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

**98%**

contributions driven by strategic investment

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

### Aligned with SDGs and company's business drivers

#### We focus our investment to increase impact

##### SDGs

88% of CCI is focused in social initiatives with SDGs 3, 4, 5, 8, 10, 12 and 13 as their main objective.

##### Issue addressed

76% of CCI aimed at strengthening the priority issues defined in the Community Investment Policy - education, environment and emergency relief.

**88%**

of CCI focused in 7 SDGs

**76%**

of CCI focused in 3 priority issues

## Increasing scope

### Increase in the number of direct beneficiaries



**51%**  
People



**10%**  
Community organizations

In addition to the increase on people benefited, the number of impacted organizations supported through community investment projects has reached 469 entities, 10% more than past year

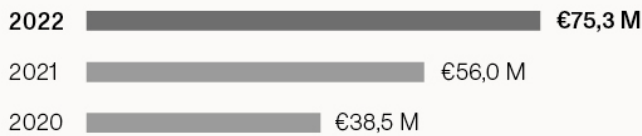
# 51%

### Increase in the number of people benefited

In 2022, our Community investment programme has benefited a 51% more than past year.

## Increasing leverage

### Maximising effectiveness in unlocking additional resources for community



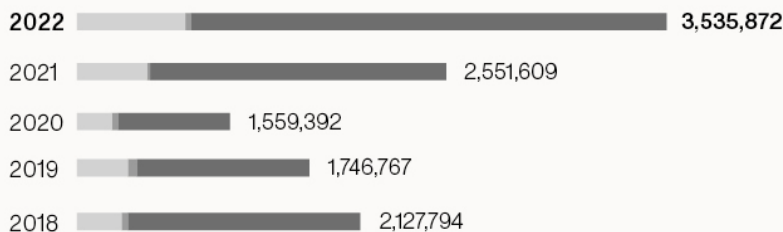
In 2022, the additional resources leveraged by our community activities as a result of the contributions made from sources other than the Company—employees, customers, suppliers, etc.—amounted to 75 million euros, which represents a 34% increase on the previous year.

# 34%

### Increase in additional funds raised or contributions leveraged from other sources

## Making greater impact

### Maximizing impact on people



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

3,535,872 positive changes experienced by beneficiaries, who have gained in quality of life, skills development and improved attitude, compared to 2,551,609 in the previous year.

# 39%

### Increase in the number of positive impacts on direct beneficiaries

### 5.7.1. Inputs

GRI 413-1; 413-2; AF33; AF34

In 2022, the Inditex Group invested 87.9 million euros in the community, in various categories:

**/ Cash contributions:** the aggregate monetary amount invested by Inditex in the development of social and environmental programmes.

**/ Time contributions:** the proportional cost of employees' paid time spent on activities of a social or environmental nature during working hours.

**/ In-kind contributions:** donations of products, mainly garments, to non-profit organizations.

**/ Management costs:** estimated expenses incurred for the general management of social programmes.

In 2022, in keeping with the strategy defined in our Community Investment Policy, we have significantly increased in-kind contributions. We have also notably strengthened the time contributions by employees during their working hours.

In total, **we have donated 7.9 million units and our employees have devoted 313,778 hours from their working schedule to social and environmental initiatives.** General management costs have increased in proportion to the total investment, compared to the previous 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,** meaning the Group's long-term commitment to collaborating with the community to support specific social and environmental activities.

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

In 2022, contributions considered as strategic in accordance with our Community Investment Policy (community investment and commercial initiatives in the community) accounted for 98% of the overall investment. This enables us to maximise the efficacy and broaden the impact of the projects in which we take part.

In terms of the priority issues addressed as defined in the new Community Investment Policy, 76% of the investment has been allocated to projects related to education, emergency relief and the environment.

With regard to geographical scope, at Inditex we prioritise regular contributions in those geographical areas where we carry out our activity, especially in the so-called Inditex clusters (defined and listed in section 5.6. Suppliers, of this Report). Likewise, the scope of action of the Group's brands and subsidiaries on social and environmental issues is confined to their local and national territory, respectively, implementing proximity projects that maximise the positive impact within their sphere of influence.

Distribution of Corporate Community Investment in 2022	
<b>By issue addressed</b>	
Emergency relief	37%
Environment	23%
Education	16%
Other (social welfare, health, economic development, art and culture)	24%
<b>By geographic area</b>	
Europe ex-Spain	26%
Spain	33%
Americas	16%
Asia and rest of the world	25%
<b>By SDG</b>	
SDG 3. Good health and well-being	9%
SDG 4. Quality education	8%
SDG 5. Gender equality	6%
SDG 8. Decent work and economic growth	9%
SDG 10. Reduced inequality	21%
SDG 12. Responsible consumption and production	26%
SDG 13 Climate action	8%
Others	12%

We have identified the primary SDG (and secondary, where applicable) related to the initiatives that Inditex has implemented in 2022. These data give us an overview of our contribution to the United Nations Sustainable Development Goals. As a result, and consistent with our activity, we have materially contributed to SDGs 5, 8, 12 and 13. Additionally, we have significantly contributed to SDGs 3, 4 and 10. Specifically, we have allocated 87% of our Corporate Community Investment to initiatives that had one of these SDGs as their main objectives.



Corporate Community Investment evolution for 2022-2018 (€M)					
	2022	2021	2020	2019	2018
Total investment in Corporate Community Investment	87.9	63.5	71.8	49.2	46.2
<b>By form of contribution (management costs included)</b>					
Cash	46.3	31.8	50.2	33.2	30.1
Time	9.4	6.2	5.3	3.7	3.5
In-kind	30.3	24.2	15.0	11.7	11.9
Management costs	1.9	1.3	1.2	0.6	0.6
<b>By category (management costs excluded)</b>					
Charitable gifts <sup>1</sup>	1.8	1.7	1.9	1.6	1.8
Community investment <sup>2</sup>	58.7	45.7	55.2	36.7	36.2
Commercial initiatives in the community <sup>3</sup>	25.5	14.8	13.5	10.3	7.6

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

2. Long-term strategic commitment to support specific social activities.

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



## 5.7.2. Outputs

GRI 413-1; 413-2; AF33; AF34

In 2022, we launched 725 **social and environmental initiatives**. These initiatives have directly benefited more than **3.3 million people**. Based on their circumstances, these direct beneficiaries can be distributed as follows:

Distribution of the people benefited by community projects in 2022 on the basis of their situation	
<b>96%</b>	
Living in developing countries	15%
Low income	24%
Refugees	53%
In situation of vulnerability	3%
Immigrants	1%
<b>4%</b>	
Other profiles <sup>1</sup>	

<sup>1</sup> '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.

As for the **number of organisations** supported by Inditex in 2022, we have made contributions to a total of 469 such entities. The number of benefiting community organisations were 427, 439, 421 and 413 in 2021, 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 community investment programme in 2022, as a result of the inputs from third parties (employees, customers, etc.) amounted to 75.3 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 payroll giving schemes.



### 5.7.3. Impact

GRI 413-1; 413-2; AF33; AF34

#### a) Community

##### Impact on people

In order to gauge the effectiveness of the initiatives we support as part of our community investment strategy, we recurrently measure the impact of our Community Investment Program. In 2022 we assessed the impact generated on 3,283,404 direct beneficiaries of the programmes (2,184,117, 3,272,473, 2,406,380 and 2,401,131 direct beneficiaries in 2021, 2020, 2019 and 2018 respectively). We analysed the initiatives both from a perspective of both depth and type of impact.

In terms of **depth**, the effects on the beneficiaries of the initiatives in which we are involved may be broken down into three categories:

**/ 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.

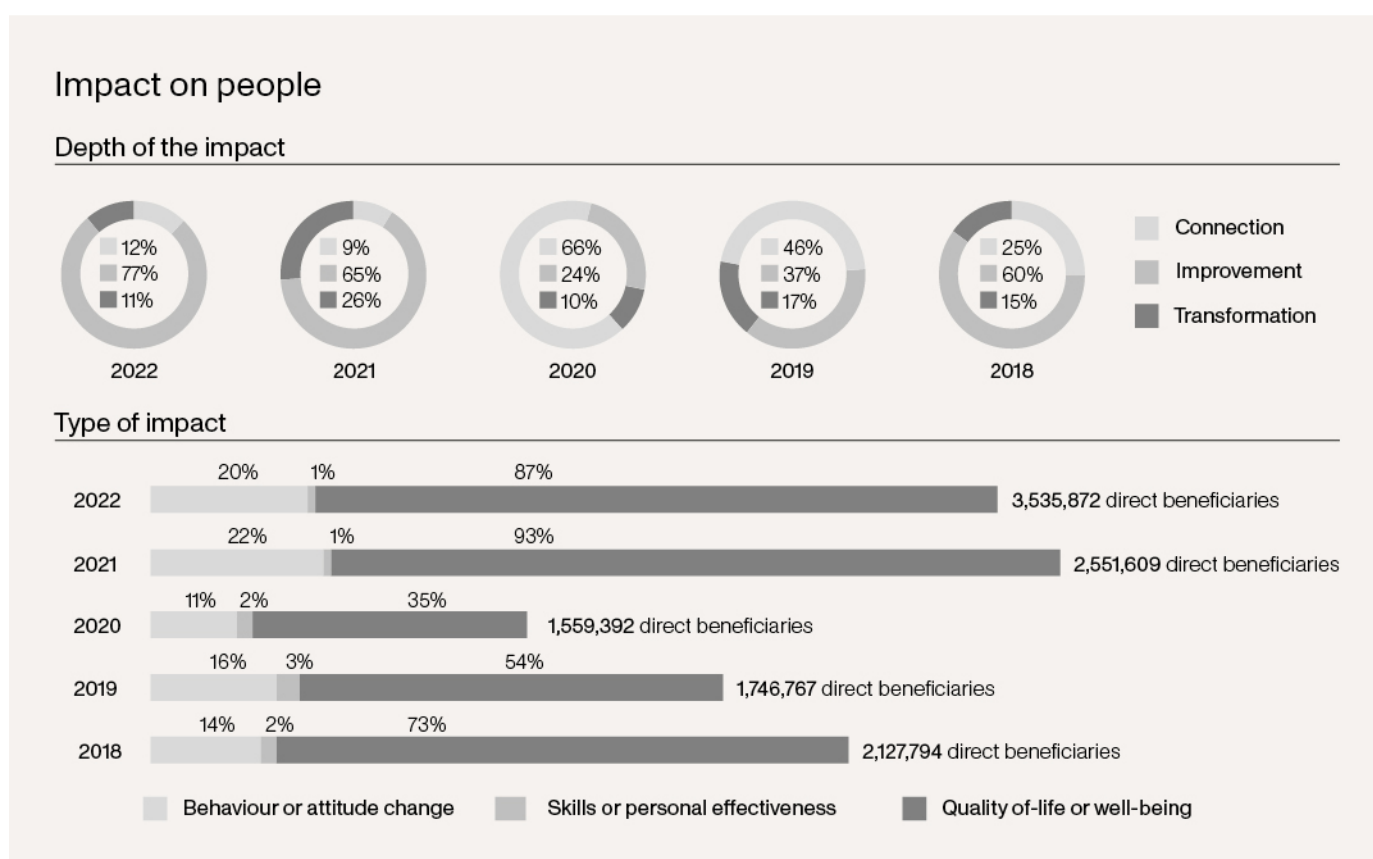
With regard to the **type of impact**, we classify the changes in beneficiaries in the following three categories.

**/ Behaviour or attitude change**, 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.

**/ Skills or personal effectiveness**, meaning that the activity has helped to develop new abilities or improve existing abilities, enabling them to develop academically, socially or physically.

**/ Quality of life or well-being**, meaning that the activity has helped people to be healthier or happier, since they have improved their physical, emotional or social well-being.

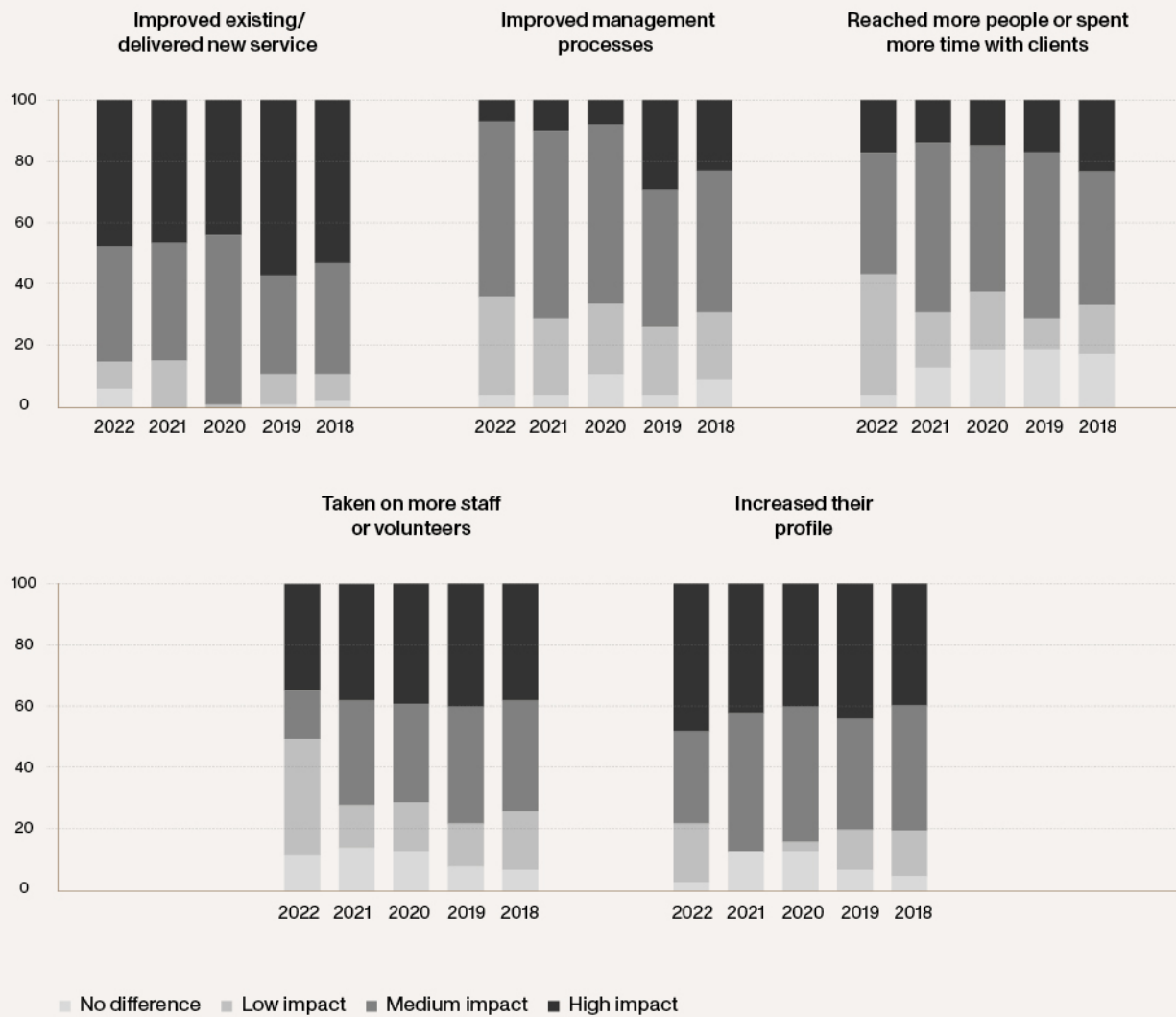
In certain cases, the same beneficiary may have experienced several types of impact; however, in the case of the depth of impact, the figures counted at each level are mutually exclusive.



**Impact on community organisations**

In addition to the analysis of the impact on the beneficiaries of the community investment projects, we also assess the effects on the beneficiary organisations as a consequence of the projects developed. In 2022, the analysis focused on 255 non-profit organisations supported by Inditex in 69 long-term strategic projects (230, 241, 207 and 237 organisations and 71, 75, 72 and 81 projects in 2021, 2020, 2019 and 2018, respectively).

**Impact on community organisations**

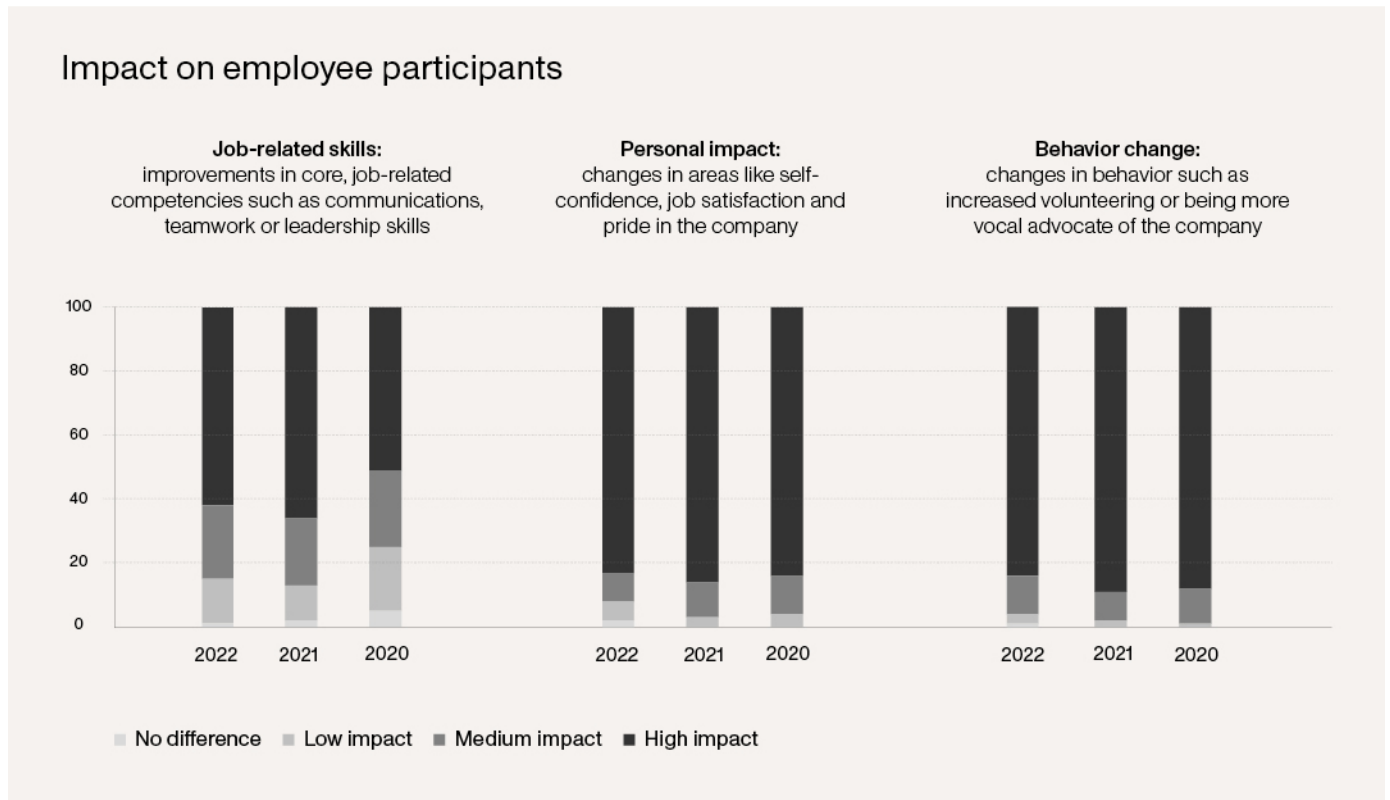


**b) Business impacts**

In addition to assessing the impact on the community, both on individuals and community organisations, we analyse the return on the investment in community programmes for our Company, both from the perspective of participating employees and the Company itself.

**Impact on employee participants**

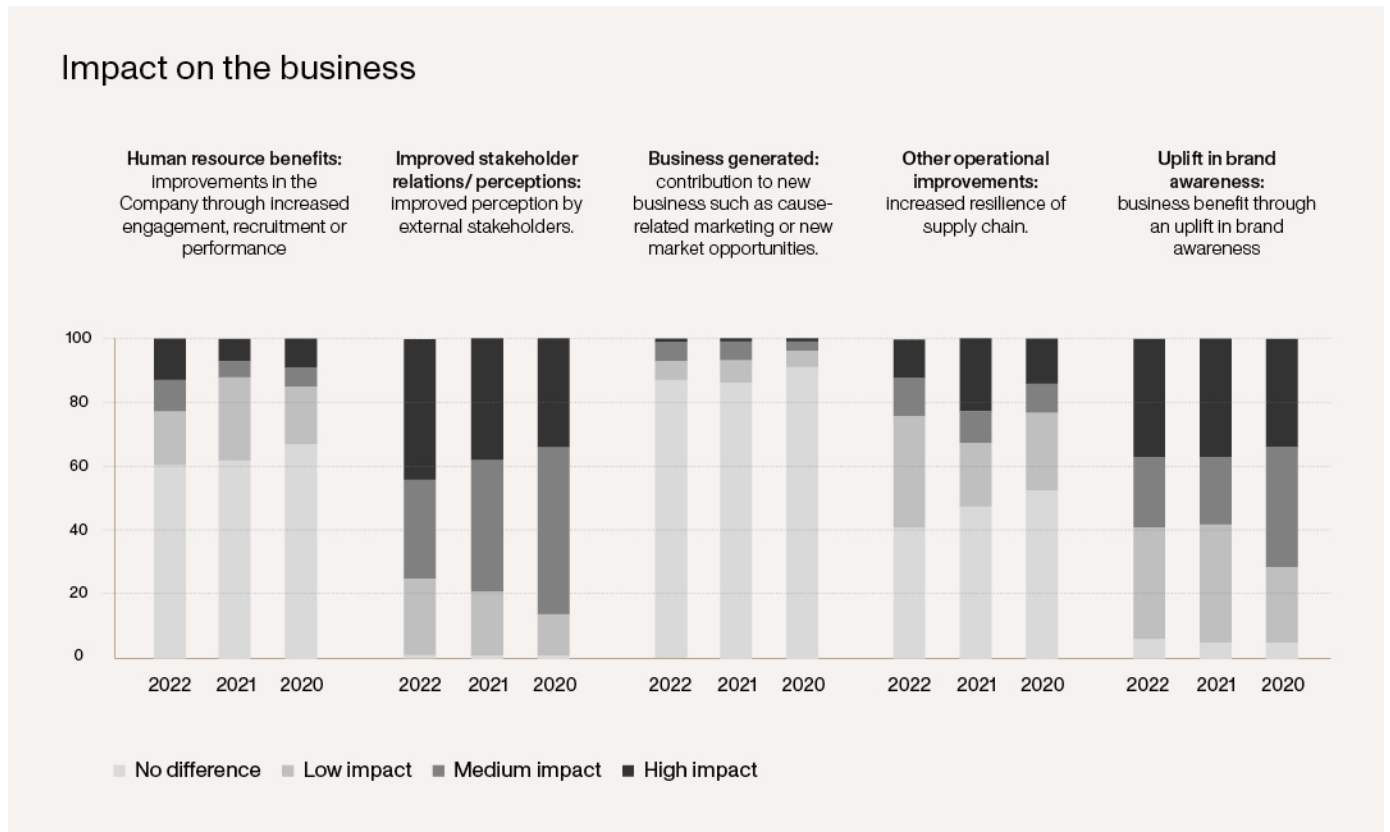
The impact on the employees who take part in the various projects in which we are involved relates to the change experienced once the initiative has been carried out. The assessment uses surveys to ask 15 questions grouped into three key indicators: skills development, personal well-being and positive change in the perception of the company. In 2022, 181 volunteers in 16 countries were surveyed (100 and 75 volunteers and 9 and 7 countries in 2021 and 2020, respectively).



### Impact on the business

In addition to the impact on the participating employees, we evaluate the impact that Inditex's involvement in the projects has on the Company itself. In 2022, an assessment was carried out on 725 initiatives implemented in the year (725 and 703 in 2021 and 2020, respectively).

The impact on the Company is assessed in five areas: human resource benefits, improved stakeholder relations and perceptions, business generated, other operational improvements and increased brand recognition.



## 5.7.4. Key programmes

GRI 203-2; 413-2; AF33; 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. In 2022, the programme has directly benefited more than 66,415 people, in particular vulnerable girls and women, in Argentina, Brazil, Bolivia, Ecuador, Spain, Lebanon, Mexico, Paraguay, Peru, South Africa, Uruguay and Venezuela.

In November, we renewed our partnership with Entreculturas, beginning with the launch of the three-year programme **“Generating opportunities: education and inclusion for a sustainable world”**, to which Inditex has contributed 10 million euros. The projects under the framework of this new programme, with activities spanning 12 countries, focus on bridging the education and digital divide, nurturing decent and sustainable livelihoods and protecting victims of forced migration. Since 2001, Inditex’s social investment in Entreculturas’ educational and community development projects has exceeded 60 million euros and has directly benefited 1.4 million 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 raise social awareness. It also conducts projects for the integration of refugees in European cities.

In 2022, **we renewed our collaboration with the Comillas Pontifical University for the period 2023-2025**, with the aim of continuing to promote doctoral scholarships for researchers to study the reality of the processes of incorporation, welcoming and, in particular, social integration of refugees in Spain and Europe. The Chair also offers students of the official Cooperation and Migration programmes at Comillas Pontifical University professional internships at national and international organisations working directly with refugees.

#### 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 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.

In 2022, we reinforced the activities for fostering research talent in the university environment, with the launch of the second edition of the InTalent Programme, allowing the University of A Coruña (UDC) to recruit excellent researchers, with a contribution of 1.5 million euros from Inditex.



#### Employment and Training Programme in Spain

Inditex has been supporting the Caritas 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 16.5 million euros since the collaboration began, is structured around various lines of action: promotion of social economy enterprises; support for self-employment; and the improvement of professional training. Thanks to this programme, extended in January 2023 with a contribution of 5 million euros for the next three years, 8,570 people in or at risk of exclusion have improved their employability and 2,958 people have found a job.

#### 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 opening in 2022 of the first Zara Home for&from store in Madrid, which have generated job opportunities for more than 700 people, and 7.5 million euros in profits for the managing organisations.

#### Salta

Salta is an Inditex programme aimed at incorporating 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 the teams of our stores, factories or logistics centres. More than 1,600 people have been trained and joined Inditex through Salta. The programme currently operates in 16 markets: Germany, Brazil, South Korea, Spain, the United States, France, Greece, India, Italy, Kazakhstan, Mexico, Poland, Portugal, the United Kingdom, Romania and Türkiye.

#### Emergency relief

##### Ukraine Emergency Programme

In response to the war in Ukraine, Inditex launched an **emergency relief programme** to support the most vulnerable people in the conflict zone and those who have been forced to flee Ukraine. The following initiatives stem from this programme:

- / **Monetary contribution:** a donation of 3 million euros to UNHCR to help supply essential items to Ukraine and neighbouring countries.
- / **Medical aid:** deployment of the Emergency Unit of Médecins Sans Frontières, financed on a regular basis by Inditex, in Ukraine and Slovakia to assist the wounded.
- / **In-kind contribution:** donation of 313 thousand articles from our collections for their distribution among displaced persons inside Ukraine and refugees in neighbouring countries.
- / **Job creation:** more than 500 jobs created by Inditex for Ukrainian refugees across 22 European markets.



### MSF Programme

MSF 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 35 million euros over this period, six million people threatened by armed conflict, epidemics, diseases or natural disasters have received medical care.

### 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 2022, we funded the Barcelona-based Emergency Unit structure, which has been deployed in Ukraine and Mozambique, among other countries, as well as part of the regional emergency teams based in the Democratic Republic of Congo and the Central African Republic.



### 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. In particular, thanks to the support in 2022, MSF teams have carried out, among other activities, outpatient clinics (paediatrics, gynaecology, obstetrics, sexual violence, mental health), paediatric emergencies, paediatric hospitalisation, nutrition and paediatric intensive care. In addition, basic medical care has been provided to pregnant women and children aged under 15 years.

### 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. Specifically, in 2022 and thanks to Inditex's support, Médecins Sans Frontières is present in several hostels and stopover points for migrants along the way, offering basic medical and psychological care. Furthermore, MSF has mobile clinics that go to the areas most frequented by migrants where, in addition to medical and psychological care, they also distribute hygiene products, water and blankets. The organisation also has a Comprehensive Care Centre in Mexico City where specialised medical care is offered to migrants and refugees.

### UNHCR Programme

For the third 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 2022 more than 2 million articles from our collections were donated to UNHCR to help refugees in Uganda and South Sudan, among other countries. Humanitarian emergency assistance was also provided in response to the war in Ukraine.



#### 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 100,000 refugees or displaced persons, especially children, adolescents and young people at risk of being linked to, used or forcibly recruited, as well as refugees 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.

#### A Flote

*Fundación Emalcsa*, 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 2022, 344 emergency social benefits were handled, 315 requested by women and 29 by men. These emergency benefits were used mainly for help with housing, school meals and help sheltering Ukrainian refugees. In addition, a welcome service for Ukrainian refugees (translation, counselling, employment support, etc.) was set up, helping dozens of families.

#### 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.

### 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-Fes-Guercif-Taza and Casablanca-Settat regions. In 2022, our partnership with Medicus Mundi was strengthened when we signed a new three-year agreement, endowed by Inditex with 1.2 million euros. This intervention 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.

### Environment

#### Moda Re-

Moda Re- is a programme run by Cáritas and promoted by 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, some 2.3 million articles have been donated to vulnerable people; 2,628 sensor-equipped clothing collection containers of used garments have been installed and more than 93,000 tonnes of clothing collected; and 84 second-hand clothing stores have been opened or refurbished. The programme currently generates more than 1,200 jobs, 512 of them are insertion employments. Likewise, the initiative has become a benchmark in the process of dignifying the free delivery of clothes to those most in need, based on donations made through the 129 solidarity stores that currently make up the Moda Re- network. In January 2023, Inditex renewed its support for this programme on the basis of a contribution of 3.5 million euros in the 2023-2025 period.

#### 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. The idea is to provide people on low incomes with access to affordable loans to cover their water and sanitation requirements. In 2022, starting with Inditex's philanthropic contribution, local financial institutions released an additional 62 million euros, enabling 197 thousand loans to be granted. Consequently, more than 750 thousand people have improved their access to water and sanitation in 2022.



## #BRINGYOUROWN BAG (#TRAETUBOLSA)

Using reusable bags reduces waste and minimises the consumption of raw materials, water and energy. To encourage their reuse, Inditex brands began charging for paper bags and envelopes in their stores in 2021, reaching 59 markets with this initiative in 2022. Inditex does not obtain any profit from this measure. The equivalent full amount are invested in environmental and social initiatives.

By teaming up with various non-profit organisations, we promote projects that foster the protection and restoration of ecosystems, help to prevent their degradation, enhance knowledge and understanding about them and advance the use of regenerative production techniques. These are the first projects under this initiative, to which new programmes will be added going forward.

### WWF Programme

In December, Inditex and WWF signed a collaboration agreement for the next three years focused on nature restoration, as well as working together on transformative projects. This partnership began with a total of nine WWF projects in North Africa, Europe, Asia and Latin America focusing on the restoration and conservation of forests and river catchment areas and the protection of endangered species and their ecosystems.

The Group will allocate part of the proceeds from charging for paper bags and envelopes, a practice it began in 2021 to encourage people to use reusable alternatives, to these projects. Inditex will make a minimum annual contribution of 3 million euros to WWF, with 4.2 million euros allocated for 2022, bringing its total input through 2025 to over 10 million euros.

### ASA Programme

We collaborate with Action for Social Advancement (ASA), along with the Laudes Foundation, IDH The Sustainable Trade Initiative and WWF India, to promote regenerative agriculture, ecosystem restoration and community well-being in a 300,000 hectare area in the Indian states of Madhya Pradesh and Odisha. The initiative, endowed by Inditex with 3.5 million euros, aims to improve soil quality and biodiversity, optimise water management and reduce greenhouse gas emissions.

### Water & Climate Fund by Water.org

In Bangladesh, India and the Philippines, it is estimated that more than 30% of the water supplied through the public sanitation network is wasted because of the condition of the pipes. Not only is this a drain on resources, but it also constrains local communities' access to water. Consequently, in March we signed a new agreement with Water.org to support its Water & Climate Fund, a global fund that aims to develop projects to improve water and sanitation infrastructure. Through this fund, endowed by Inditex with 5 million euros, Water.org seeks to achieve greater efficiency and savings, while also improving local communities' access to water.

### Sustainable Forestry and Demonstration Forests

Forestis, the Galician Forestry Association, and Inditex launched this project in 2022 to develop forestry interventions in Galicia (Spain) and Portugal, which will apply forestry management practices that increase resilience and improve the sustainability of ecosystems. This approach seeks to make forest's biological greenhouse gas sink function compatible with the use of quality forestry products and people's enjoyment of forests. The programme, endowed by Inditex with 2 million euros, also covers research activities aimed at exploring the feasibility of outreach initiatives in the field of forest and environmental resource sustainability.

## Other issues addressed

In addition to the programmes described above, in 2022 we allocated 24% of our corporate community investment to initiatives linked to social welfare, economic development, health, art and culture. Likewise, in 2022 we have continued to support research institutions such as Fundación Pro CNIC, 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 one-off contributions at corporate level and from the Group brands and subsidiaries to help further the general aims of non-profit organisations. We earmarked 1.75 million euros in 2022 for charitable gifts in connection with requests from non-profit organisations, which were distributed among more than 150 entities.