

Inditex, creating value beyond profits



8
brands



90
markets



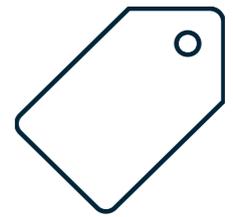
29
online
markets



7,013
stores



+152,000
employees



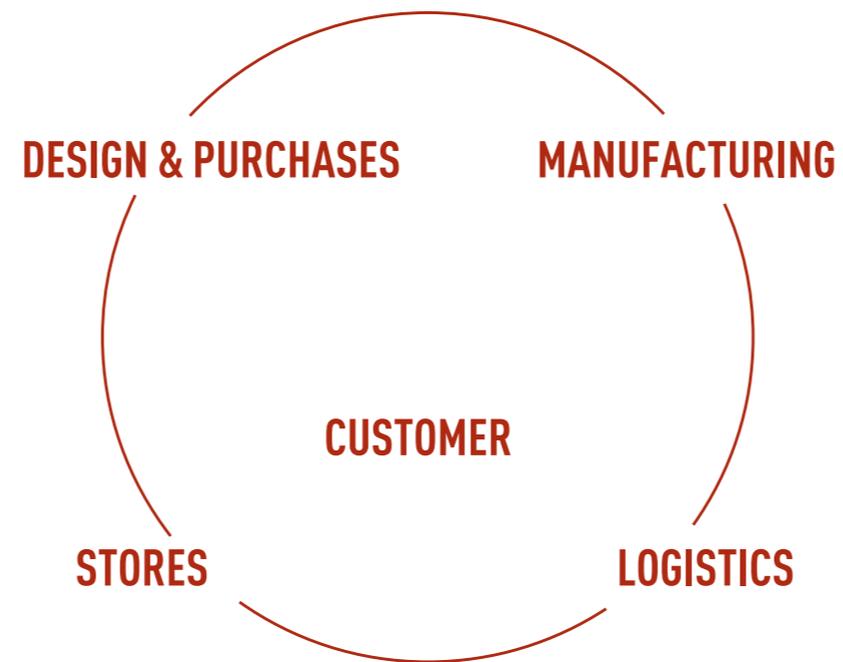
€20,9
billion sales
2015

people matter

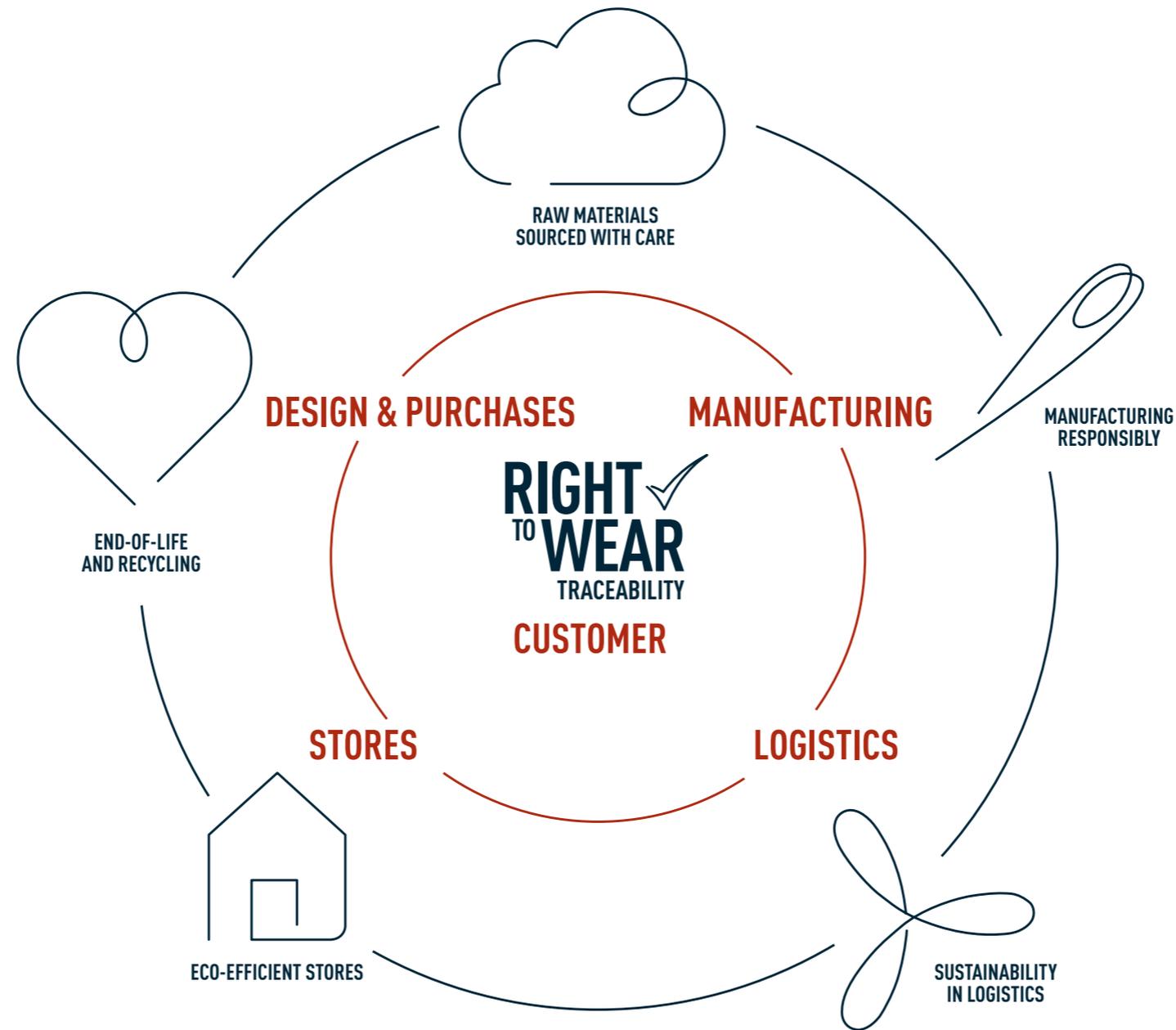
**inspiration, motivation,
entrepreneurship, teamwork**

diversity, women empowerment, decent wages
freedom of association, drive factory improvement,
suppliers grow with us, community investment,
health projects

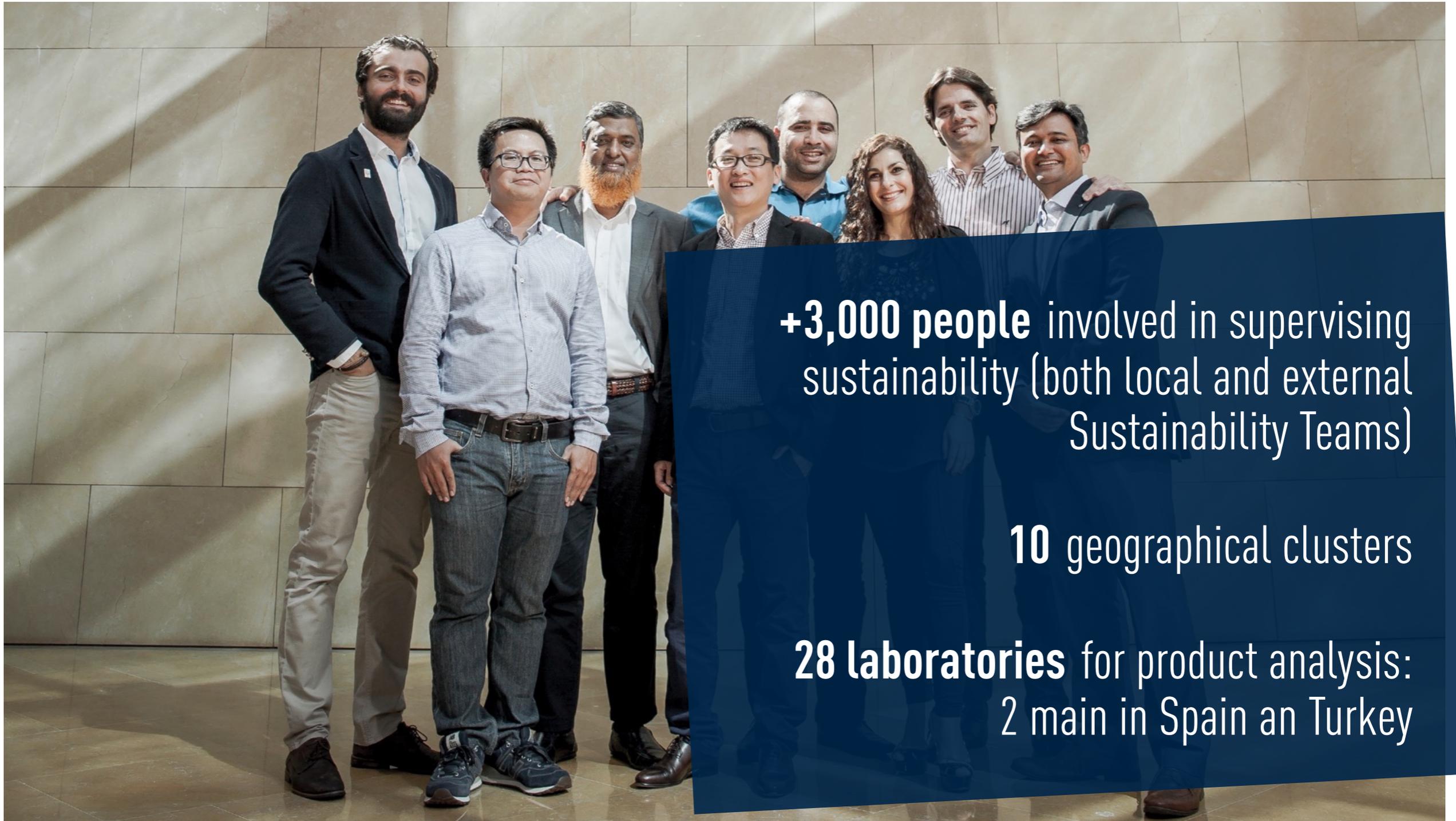
a sustainable business model with **long term view**



a sustainable business model with **long term view**



traceability



+3,000 people involved in supervising sustainability (both local and external Sustainability Teams)

10 geographical clusters

28 laboratories for product analysis:
2 main in Spain and Turkey

traceability

sustainability department - social sustainability

lines of action				
	IDENTIFICATION	ASSESSMENT	OPTIMIZATION	SUSTAINABILITY
MONITORING	Traceability	Compliance programme	Effective auditing	Mature relationships with suppliers and a holistic approach
CAPACITY BUILDING	Training for auditors	Worker participation	Training for suppliers	
CONTINUAL IMPROVEMENT	Audit quality management	Corrective Action Plans	Consolidation of the supply chain	
STAKEHOLDER ENGAGEMENT	Effective and efficient reference partners with whom Inditex can share good practices and create shared strategies			

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traceability

manufacturing responsibly - **driving improvements**



registering

Every process from raw materials to finishing must be registered and authorized



every process is audited

More than 10,000 audits in the whole chain (1,000 environmental) 885 wet processes



Ready to Manufacture

Best textile practices shown to suppliers for the processes of dyeing, printing, washing and finishing



training

Training to more than 1,100 suppliers



traceability

manufacturing responsibly - labelling



European Comission project

Very active participation in product environmental footprint labelling project with other brands of the Sustainable Apparel Coalition



Eco label Higg Index

Inditex contributes to the development of this eco label with an holistic approach from the Raw Material to the End of Life



Zara Join Life

First Inditex eco-labels: Products granted with the most stringent environmental and social standards, produced with efficient raw materials



traceability

manufacturing responsibly - partnerships



IndustriAll

**(leading garment makers unions
from all over the world)**

Framework Agreement signed in 2007
and renewed in 2014

Cooperation to promote human and
labour rights in the various regions
in which Inditex makes its products

Central pillars of a sustainable supply
chain: freedom of association
and right to collective bargaining



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closing the loop: capacity to create social value

investment in social programmes: some prominent projects - **refugees**



Medical care and supply of first necessity materials to Syrian refugees

Doctors Without Borders and UNHCR

400,000 garments for the Syrian refugees
in collaboration with various NGO's. Donation distributed in:

- **Austria**
Red Cross
- **Greece**
UNHCR

- **Iraq and Lebanon**
LIFE for Relief and Development

Africa Programme to help refugees in Sudan, Central African Republic, Burundi and South Africa

closing the loop: capacity to create social value

investment in social programmes: some prominent projects - **social welfare**



Programmes in Bangladesh, Cambodia and America to improve social and health conditions of children, women and vulnerable people
Cáritas and Everymother Counts

Programmes relating to a sustainable use of water:

- Programmes with Water.org for safe water and sanitation in Bangladesh and Cambodia
 - Bangladesh Water PaCT project
- We Water Experience: educational programme with Foundation for UNESCO on water targeted at Chinese schoolchildren
 - Purification in Indian factories

closing the loop: capacity to create social value

investment in social programmes: some prominent projects - **education**



Colombia Programme. Support for victims of the Colombian conflict
Fundación Entreculturas and JRS

Brazil Programme to aid immigrants

Basic education through building village schools in rural areas of China
China Youth Development Foundation

Care to vulnerable groups in Argentina, Bolivia, Brazil, Ecuador, Mexico, Paraguay, Peru Uruguay and Venezuela

closing the loop: capacity to create social value

investment in social programmes: some prominent projects - **academic fields**



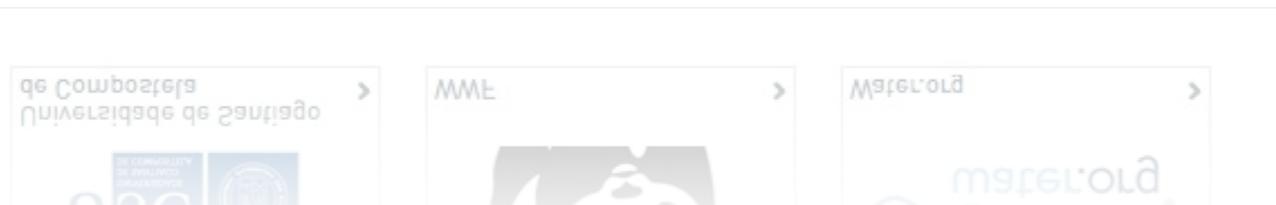
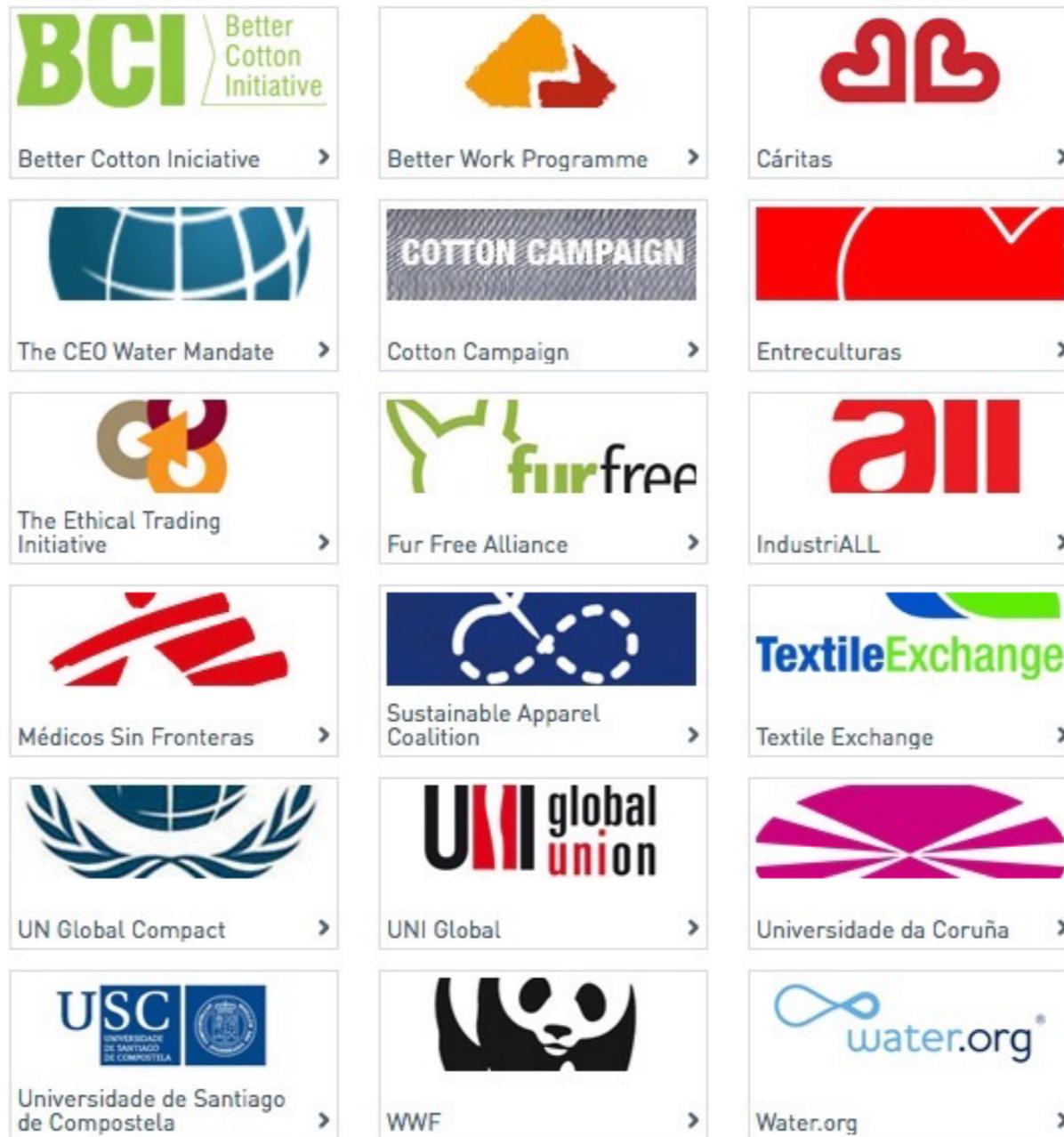
Chair of Refugees and Forced Migrants
Comillas Pontifical University

UDC Chair of Social Responsibility
La Coruña University

Chair of Spanish Language and Culture
University of Dhaka (Bangladesh)

Chair of Disability and Employability
Miguel Hernández University of Elche

better together: key partners



Inditex

High-Level Conference on Responsible Management of the Supply Chain
in the Garment Sector