

INDITEX Group

ZARA

Our Group

- *Inditex is one of the world's largest fashion retailers, welcoming shoppers at its eight store formats - [Zara](#), [Pull & Bear](#), [Massimo Dutti](#), [Bershka](#), [Stradivarius](#), [Oysho](#), [Zara Home](#) and [Uterqüe](#) - boasting 4.780 stores in 77 countries.*

ZARA

Your approach to fashion – creativity, quality design and rapid turnaround to adjust to changing market demands -- has allowed us to expand internationally at a fast pace and has generated an excellent public response to our retailers' collections.

ZARA

The first Zara shop opened in 1975 in A Coruña, Spain, a city in which the Group first began doing business and which is still home to its headquarters. Its stores can now be found in prime locations in more than 400 cities in Europe, the Americas, Asia and Africa.

TIMELINE

- **1963-1974 Amancio Ortega Gaona, chairman and founder of Inditex, begins his career as a clothing manufacturer. The business grows steadily over the decade until Ortega owns several factories, which distribute their merchandise to other European countries.**

ZARA

- 1988 Zara opens its first store outside of Spain in December 1988 in Oporto, Portugal.
- 2004 The Group unveils store number 2.000 (in Hong Kong), expanding its global footprint to 56 countries in Europe, the Americas, Asia and Africa. It celebrates the launch of its first stores in Morocco, Estonia, Latvia, Romania, Hungary, Lithuania and Panama.

Who we are

Zara welcomes shoppers in 77 countries to its network of 1.444 stores in upscale locations in the world's largest cities. The retailer's international footprint proves that national borders are no hindrance to a shared fashion culture.

STORES AROUND THE WORLD

Spain

- Zara 331
- Zara Kids 163
- Pull & Bear 289
- Massimo Dutti 246
- Bershka 263
- Stradivarius 280
- Oysho 183
- Zara Home 122
- Uterqüe 38

• **TOTAL 1.915**

Last update: 07/31/2010

STORES AROUND THE WORLD

Romania

- Zara 10
- Zara Kids –
- Pull & Bear 8
- Massimo Dutti 2
- Bershka 7
- Stradivarius 7
- Oysho 4
- Zara Home 3
- Uterqüe –

• **TOTAL 41**

Last update: 07/31/2010

STORES AROUND THE WORLD

France

- Zara 114
- Zara Kids 4
- Pull & Bear 18
- Massimo Dutti 17
- Bershka 42
- Stradivarius 20
- Oysho 11
- Zara Home 17
- Uterqüe –

TOTAL 243

Last update: 07/31/2010

STORES AROUND THE WORLD

Poland

- Zara 31
- Zara Kids –
- Pull & Bear 16
- Massimo Dutti 7
- Bershka 20
- Stradivarius 22
- Oysho 9
- Zara Home 1
- Uterqüe –

• **TOTAL 106**

Last update: 07/31/2010

OUR TEAM

The Inditex Group has more than 92,000 employees worldwide. The workforce is international –55% of Inditex's employees are based outside of Spain- most employees (80.4%) are female, and the average employee's age is 26 years.

Inditex's corporate culture is based on teamwork and open communication, and performance expectations are very high. These principles underpin each staffer's personal commitment to meeting customers' needs.

Our Model of Sustainability

The principles governing Inditex's commitment to Corporate Social Responsibility include: **good faith** in relationships with stakeholders and society at large; an ongoing **dialogue** with the aforementioned stakeholders and social organisations; and, finally, **transparency** in our business activities generally, and, specifically, in the development of our sustainability strategy.

Code of conduct

- [Internal Code of Conduct.](#)
- [Inditex code of conduct for external manufacturers and suppliers.](#)
- [Internal guidelines for responsible practices.](#)

CSR: Environmental Dimension

Inditex's Environmental Policy

- **1- Commit to taking environmental issues into account when planning and carrying out our activities and those of our business partners, and encouraging environmental awareness among employees, suppliers and the public.**
- **2- Commit to compliance with the environmental laws that govern our activities, along with any obligations which may be implemented in the future. We will work hard to prevent pollution and reduce, insofar as possible, the environmental impact of our business.**
- **3- Efforts are geared towards achieving constant improvements to our Management System, to enhance its usefulness and improve on our efficient use of resources.**
- **4- Make sure that all of our employees and the public are notified of this policy, establishing open lines of communication with government authorities, local communities and other stakeholders.**

- **Strategic Commitment:
Innovate in Sustainability**

Strategic Environmental Plan 2007-2010

- **To reduce greenhouse gas emissions.**
- **To encourage the spread of renewable energies.**
- **To maximise efficient use of energy in manufacturing.**
- **To raise employee awareness and enhance staff training.**

ZARA

- Inditex's net sales reached 5,525 million euros in the first half of 2010
- 22.09.2010
- * Net sales increased by 14%
- Zara launches its online store
- 01.09.2010
- Customers in France, Germany, Italy, Portugal, Spain and UK
can begin shopping the Zara collection online tomorrow, 2 September

ZARA

- Inditex's net sales reached 2,665 million euros in the first quarter of 2010
- 09.06.2010
- Inditex's international expansion reaches a new milestone with the launch of the first Zara store in India
- 31.05.2010