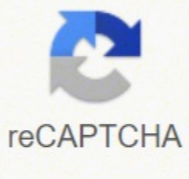
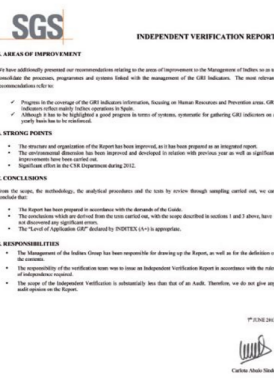




I'm not robot



Open



annual report 2011

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LEO and BEEBEE certified stores and headquarters in the world



Principal indicators 2011 (in millions of euros)

Net sales 8,938 EBIT 1,725

Contribution to the total sales 64.8%

Number of stores at the close of the financial year 1,830

Net store openings in the year 113

Markets 82

New markets in the 2011 financial year 5

The sales of the largest chain in the Inditex Group grew in 2011 by 10% up to 8,938 million euros. In the period, Zara began its commercial activity in five new markets: Taiwan, Azerbaijan, Australia, South Africa and Peru. With the entry into these last three countries in the Southern Hemisphere, the strategy of global supply is reinforced, apart from achieving a presence on the five continents. Given the climatic difference with the stores located in the Northern Hemisphere, Zara has a team of designers who create specific fashion proposals for women, men and children. The latest trends are thus reflected in garments and textiles that are suitable for both hemispheres, in options which are continually renewed. For entry into these new markets, Zara selected emblematic stores in outstanding locations such as Pitt Street, in Sydney, Burke Street, in Melbourne, Sandton City, in Johannesburg, or the Tapes 101 building in the capital of Taiwan. In total, Zara opened 107 stores during the financial year, 20 of which were in China, where the chain already has over 100 stores. If the previous financial year was the year of the launch of the online store, in 2011, Zara took a qualitative leap in this channel with the start of online sales in the United States and Japan, in September and October, respectively. With the 'Dear America' and 'Dear Japan' campaigns, made up of a collection of photographs of each one of the regions of each country taken by local artists, Zara presented its new online store directly to its customers. In both countries, receiving a warm welcome. At the close of the financial year, the Zara online store was operating in eighteen countries with over a million visits daily. Zara.com has become one of the brand's most popular storefronts thanks to the permanent sections such as Lookbook, where the latest of the chain's articles are shown, or People, an initiative in collaboration with the customers, who send photos of their own fashion displays from the latest Zara trends.

www.zara.com

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Zara's Brands Structure and SWOT analysis...



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And the integrity of the information in your police evaluated by a third party? The information is reviewed by The interested parties (eg, representatives of groups prioritized in the analysis of stakeholders) Information is ensured by independent insurers (for example, the consultation firm or accounting) against the recognized warranty standard (for example, ISAE3000, AA1000AS, other national or specific industry standards), others, established or emerging, Practices More Information In the Annual Report of Inditex 2020 available at: www.inditex.com the COP describes any action (s) that the company plans to carry out its next COP to have the credibility of the information in its police officer externally evaluated, including the objectives. Timelines, media and responsible review progress made and jointly identify priorities for the future Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve work/life practices Outcomes of integration of the Labour principles Other established or emerging best practices More information at Inditex Annual Report 2020 available at: www.inditex.com Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3) Monitoring draws from internal and external feedback, including affected stakeholders Leadership review of monitoring and improvement results Process to deal with incidents the company has caused or contributed to for internal and external stakeholders (BRE 4 + ARE 4) sovitecfe n'Aitseg ed sametsis sol ebircsed POC al ,setnegreme o sadicelbatse sacitc;Arp serejom sal ed oieritc le ,elbasnopser lanosrep le y sacirt©Am sal ,opmeit ed saenAl sal ,sovitejbo sol sodiulcni , oieritc etse noc rilpmuc arap POC omix©Arp us obac a ravell aenalp aA±Aapmoc al euc setnaveler sedadivitca y sotneimidecorp ,acitAlop reiuglauC J5 nos + 1 nos + 5 ERB + 1 ERB (setnaveler setrap sarto y selaicremoc soicos sol ,lanosrep le odot a etemanrexe y etemanretni sodacinumoc y ,etnemacilb©Ap elbinopsiD sol ed n'AicaralceD)ERB) soicivres o sotudcorp ,senoicarepo a sadalucniv etnematercid setrap sarto y selaicremoc soicos ,lanosrep ed sonamuh sohcered sol ed savitacepxe sal alupitxe euc acitAlop al ed n'AicaralceD J5 + 1 nos + 5ERB + 1 ERB (aA±Aapmoc al ed seroitrepus seleivn sol ed aARoyam al le ne sodaborpa sonamuh sohcered sol eyopa y otcper le ne osimorpomoc le aserpmc euc acitAlop al ed etneindepndi o adargetni n'AicaralceD J1noS + 1ERB)sonamuh sohcered ed seroterc soipicinrp ,sonamuh sohcered ed lasrevinu n'AicaralceD al ,olpmeje ropt enoicuf euc areiugednod ,etnemlanoicanretni sodiconocer sonamuh sohcered sol ratepser y selbacilpa seyel sal sadot noc rilpmuc ed sonamuh sohcered sol ed osimorpomoc led aer;A le ne satsubor sacitAlop o saigetartse ,sosisomorpomoc ebircsed POC le 3 elbasnopser lanosrep led oieritc le y sacirt©Am sal ,sozalp sol ,sovitejbo sol sodiulcni ,oieritc etse noc rilpmuc arap POC omix©Arp us obac a ravell aenalp aA±Aapmoc al euc setnaveler sedadivitca y sotneimidecorp ,acitAlop reiuglauC moc.xetidni.www :ne elbinopsiD 0202 xetidni ed launA emrofni le ne n'Aicamrofni sAm setnegreme o sadicelbatse sacitc;Arp sarto sonamuh sohcered sol ed soipicinrp sol ed n'AicaralceD J5 nos + 1 nos + 5 ERB + 4ERB) ogol;Aid y osimorpomoc ed sodatuser sol ed n'Aicmuf ne y ouintnoc gjadiznerpa ed etneuf am, sohcered sol noc selbitapmoc ,setnerapsnart ,sovitatiuqe ,selbicederp ,selbisecca ,somitAgel nos euc somsnaceM integrate the process of human rights principles to ensure that internationally recognized human rights are respected in the process of duly respected due diligence. An assessment 3 the actual and potential impacts of human rights (BRE 2 + BRE 3 + are 2 + + 3) Internal awareness-raising and training on human rights for management and employees Operational-level grievance mechanisms for those potentially impacted by the company's activities (BRE 4 + ARE 4) Allocation of responsibilities and accountability for addressing human rights impacts Internal decision-making, budget and oversight for effective responses to human rights impacts Processes to provide for or cooperate in the remediation of adverse human rights impacts that the company has caused or contributed to (BRE 3+ BRE 4 + ARE 3 + ARE 4) Process and programs in place to support human rights through: core business; strategic philanthropic/social investment; public policy engagement/advocacy; partnerships and/or other forms of collective action (BRE 6 + ARE 6) Other established or emerging best practices More information at Inditex Annual Report 2020 available at: www.inditex.com Any relevant policies, procedures, and activities that the company plans to undertake by its next COP to fulfill this criterion, including goals, timelines, metrics, and responsible staff Labour Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration System to track and measure performance based on standardized performance metrics Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve work/life practices Outcomes of integration of the Labour principles Other established or emerging best practices More information at Inditex Annual Report 2020 available at: www.inditex.com Any relevant Procedures and activities that the company plans to carry out its next COP to comply with this criterion, including objectives, deadlines, methods and criterion 7: COP describes the effective management systems to integrate labor principles , risk principles and impact assessments in the area, of the mechanism of labor dialogue with the unions to regularly discuss and review the progress of the company to address the assignment of labor standards, the assignment of responsibilities and the accounts of accounts within the internal sensitization organization and training on principles Labor for management and employees Active commitment to suppliers to address challenges related to work The claim mechanisms, communication channels and other procedures (for example, complainant mechanisms) available for workers report concerns, make suggestions or seek advice, designed and operated online with the representative organization of workers from other established practices or emerging information in the annual representative of Inditex. ORT 2020 Available at: www.inditex.com Any policy, procedures and relevant activities that the company plans to carry out its next COP to meet this criterion, including objectives, deadlines, medals and the criteria of Responsible staff 6: The COP describes robust commitments, strategies or policies in the labor reference area to the principles of relevant international labor standards (ILO Conventions) and other regulatory international instruments in the company's policies that reflect on the relevance of labor principles for the policy of the company in writing to obey national labor legislation, respect the principles of standards Relevant work in company operations around the world and participate in the dialogue with the representative organization of workers (international, sectoral, national). [Select everything that corresponds] SDG 1: End Poverty In all its forms everywhere SDG 2: End Hunger, Logrer food security and improvement of nutrition and promote promote Agriculture SDG 3: Ensure healthy lives and promote well-being for all at all ages SDG 4: Ensure inclusive and equitable quality

