INDITEX

Mr. Brad Adams
Executive Director
Asia Division
Human Rights Watch

April 10, 2014

Dear Mr. Adams,

I am pleased to answer your letter of 4 April addressed to our Chairman, Mr Pablo Isla, and thank you on his behalf for your kind interest regarding our contribution as donors to the Rana Plaza Donors Trust Fund and other initiatives deployed by our company in connection with the Rana Plaza tragedy.

Firstly, I would like to underscore the fact that as soon as it learned of the collapse and its tragic consequences, Inditex, which was not manufacturing in the factories located in the Rana Plaza building, made its own team and an initial emergency donation (of 30 million taka to cover rescue and hospitalisation costs) available to the local emergency rescue and victim support teams. This donation was channelled through the Bangladesh Garment Manufacturers and Exporters Association, an entity which initially displayed the ability to coordinate the humanitarian relief effort.

In parallel to this humanitarian work, Inditex activated all of its customary channels for dialogue, namely with the ILO, international union federations Industriall Global Union and Uni Global, other international apparel makers and third sector entities, with a view to lending our expertise to a joint initiative which materialised a few months later in the Accord on Fire and Building Safety in Bangladesh. As you well know, over 150 international apparel makers have already signed this accord, which is carrying out a huge inspection effort and working to resolve the problems identified as necessary. We believe that this line of initiative, to which Inditex is bringing its significant expertise and experience, is the best way of advancing towards solid and long-lasting solutions which help to improve working conditions in Bangladesh's garment sector, in line with our Group's broad strategy in this market.

With regard to the Rana Plaza Donors Trust Fund, please note firstly that Inditex is not among the companies that set the fund up as our contribution has been made on the humanitarian grounds outlined above. The terms of the Donors Trust Fund establish not to disclose the sum donated. In compliance with

these terms (which Inditex did not help to define insofar as Inditex was not a 'Rana Plaza brand'), the amount of the donation has not been publicly disclosed. As you have seen, our private donation has been made public.

Inditex remains open to collaborating on any initiative that may be set in motion to support the victims. More specifically, we have expressed our willingness to foster the establishment of a general framework for action in relation to events such as the Rana Plaza tragedy, in line with the stance taken by the ILO. And it goes without saying that we will continue to work, together with all the relevant players, to try and prevent any such situation from recurring in the future.

I hope you will find this information useful and would be delighted to clarify any further queries you might have.

Best regards,

Félix Poza
Global CSR Director
Inditex Group