

Global Agreement

*Global Agreement between **Inditex** (Industria de Diseño Textil, S.A.) and **UNI Global Union** for implementation of fundamental labour rights and decent work.*

Inditex comprises a group of companies associated with the manufacture, distribution and sale of clothing, shoes and accessories. In terms of Corporate Social Responsibility (CSR), the Group is committed to applying sustainable and solidarity-based social development criteria which are seen as an instrument for improving living conditions and guaranteeing respect for, and compliance with, the principle of decent work and fundamental labour rights in the various countries in which it operates.

UNI Global Union is a global union federation whose membership includes trade unions in the commerce and distribution sectors. It is committed to the defence and protection of decent work and trade union and labour rights for workers at all levels, including in the CSR strategies of multinational corporations.

Inditex and UNI declare their common interest in the growth and sustainability of the Company, and in the development of best practices in the area of industrial relations. They accept internationally recognized conventions on human and trade union rights within the framework of a sustainable social development model.

Inditex and UNI will work together in pursuit of this shared objective. To this end, effective channels of communication will be developed in order to maintain an on-going dialogue and to further the above-mentioned common objectives, adopting whatever measures may be needed to achieve this.

Inditex and UNI will thus establish a cooperation framework which will contribute to the effective implementation of fundamental labour rights and decent work in the Group's commercial and distribution network, for the purposes of which they agree to sign the present global framework agreement (hereinafter the Agreement), in conformity with the following clauses:

Fundamental rights

UNI and the Company support fundamental rights as defined in the Conventions of the International Labour Organization, and in particular:

Free choice of employment. No forced or compulsory labour (ILO Convention No. 105).

Non-discrimination in employment. All employees shall benefit from equal opportunities and treatment, and shall receive equal pay for work of equal value (ILO Conventions Nos. 100 and 111).

No child labour. Only persons who are older than the minimum school-leaving age shall be employed (ILO Conventions Nos. 138 and 182).

Respect for freedom of association and collective bargaining. All workers shall have the right to establish and/or to join a trade union of their choice (ILO Convention No. 87), as well as to engage in collective bargaining in order to establish the conditions of their employment (ILO Convention 98).

Inditex shall not make the hiring or the continued employment of a worker subject to the condition that he/she shall not join a union of his/her choice or participate in union activities (ILO Convention 98).

Inditex recognizes the right of trade unions to represent workers and to regulate through collective bargaining the terms and conditions of their employment. More specifically, this means collective bargaining (ILO Convention No. 98), dispute settlement, and consultations and negotiations on issues of interest to the unions, including those relating to employment and training.

Working hours

Inditex will comply with national laws and national collective agreements (ILO Convention Nos. 1 and 47, as well as Recommendation No. 116).

Occupational health and safety

The Company undertakes to provide a safe, healthy and sustainable working environment (ILO Convention No. 155). It will encourage best practices in terms of occupational health and safety, maintain the required staffing levels, and ensure adequate training. Practices will be adjusted in accordance with collective agreements, legal standards and the ILO's catalogue of practical recommendations on occupational health and safety.

The Company and UNI agree to carry out joint actions in order to verify that freedom of association and collective bargaining are respected throughout the commercial network.

Should a problem arise, Inditex and UNI shall work together to find a solution. This cooperation shall also take the form of joint training programmes for employees and local management covering labour issues, as designed for the application of this Agreement.

Inditex and UNI undertake to inform each other as soon as possible of any cases of non-respect of the present Agreement in order to allow the rapid adoption of an action plan aimed at finding a timely solution to the problem.

At the request of a UNI member, the Company guarantees that the union will be recognized in as brief a time as possible, with a view to allowing the normal development of trade union activities. By virtue of the present Agreement, workers shall be free to meet trade union representatives and to affiliate to the union should they so wish, without having to fear any type of discrimination.

The undertaking accepts the right of UNI representatives to have reasonable access to the workplace for the purpose of carrying out its representative functions (ILO Convention No. 135), including electronic communication methods. It will allow UNI and its affiliates to hold meetings freely without any form of accompaniment with the workers to explain to them the benefits of trade union membership, including the right to distribute recruitment material. Meetings with the workers shall take place at times that have been mutually agreed, and also at places that have been agreed, it being understood that such meetings shall not interfere with normal work. The parties agree that meetings shall be held during rest periods or before or after working hours, and always outside working hours.

The undertaking shall not knowingly use for its commercial network the services of third parties

that deliberately violate the principles of this Global Agreement.

The present Agreement establishes the minimum rights of workers employed by the Company which undertakes as a matter of principle to respect all legal, and contractual provisions as well as those negotiated through collective bargaining and which provide greater rights.

Inditex and UNI shall meet whenever necessary, but at least once a year, with a view to monitoring developments and to resolve any outstanding issues which derive from the application of this agreement.

Inditex shall distribute copies of the present Agreement within its own organization and shall guarantee its translation into whatever local languages may be necessary. UNI shall do the same with its affiliates that have members who work for the Company. In cases where the two sides agree it may be appropriate, they will make a joint presentation of, and provide information on, the Agreement.

This Agreement shall apply throughout Inditex SA and its subsidiaries, irrespective of the country in which they operate.

The Agreement shall be valid for an indeterminate period. Either of the two sides may terminate it, or request renegotiation, with a period of notice of at least six months.

For the purposes of this Agreement, "UNI" shall refer to UNI Global Union and its affiliates, and the term "the Company" shall refer to Inditex S.A. and its subsidiaries.

Signed on 2 October 2009 in Dublin (Ireland):

Philip Jennings

Secretario General
General Secretary

UNI global union

Javier Gonzalez
FECOHT-CC.OO-es