



General Meeting of Zalando SE held on May 22, 2019 in Berlin

Dear Shareholders,

This document provides you with information about the online shareholder service, the options to have your voting rights exercised by the proxy holders appointed by the company, absentee voting and some additional information. Please also read the information in the invitation to the general meeting.

I. Online Shareholder Service

The company offers shareholders who have registered for the general meeting the possibility to use an online shareholder service. This service will be available for use from May 1, 2019 (“**Record Date**”) until the end of May 21, 2019 (24:00 hrs). The link to the online shareholder service can be found on the website <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>. Shareholders registered for the general meeting will receive, together with the admission card, access data to such service. Shareholders who have received several admission cards should note that they will receive access data for the online system with respect to each of these admission cards.

With these data, shareholders may, via the online shareholder service, until the end of May 21, 2019 (24:00 hrs), grant a proxy to a third party or issue a proxy and voting instructions to the proxy holders appointed by the company or revoke or change the proxies or revoke or change the issued instructions. In addition, shareholders may, via the online shareholder service, until the end of May 21, 2019 (24:00 hrs), cast their votes by absentee voting without attending the general meeting and revoke or change any votes previously cast by absentee voting via the online shareholder service. After registration for the online shareholder service, you will receive more detailed information on the relevant options.

Please note that requests to speak, questions, motions and election proposals by shareholders for the general meeting cannot be accepted/submitted, and objections to resolutions passed at the general meeting cannot be lodged, via the online shareholder service.

II. Proxy and Voting Instructions to the Proxy Holders Appointed by the Company

If you do not wish to attend the general meeting in person or represented by a third party and do not wish to cast your votes by absentee voting, you may have your voting rights in the general meeting exercised in accordance with your instructions by proxy holders appointed by the company for such purpose.

Where a proxy is granted to a proxy holder appointed by the company, instructions on the exercise of the voting right must be given to such proxy holder. The proxy holders are obliged

to vote according to these voting instructions. The proxy holders will not exercise the voting right without having received such explicit instructions.

If the company receives, within the statutory time limit, motions from shareholders that are required to be published, such motions will be made available on the company's website at <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>. You may issue voting instructions also with respect to such motions.

Please note that only one instruction may be issued with respect to each matter for resolution. If you do not issue explicit voting instructions with respect to any items on the agenda, the proxy holders will, depending on the voting procedure, abstain from voting or not participate in the voting with respect to such items.

Prior to the general meeting, a proxy with instructions to the proxy holders can be granted via the online shareholder service or by means of the form of proxy and voting instructions received by shareholders together with their admission card for the general meeting. The relevant form is also available for downloading on the company's website at <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>.

For organisational reasons, the proxy and instructions issued to the proxy holders prior to the general meeting must be received by the company by May 21, 2019 (24:00 hrs). The proxy and instructions issued to the proxy holders appointed by the company by means of the form of proxy and voting instructions shall be sent exclusively to the following address:

Zalando SE
c/o Better Orange IR & HV AG
Haidelweg 48
81241 Munich
Germany
Fax: +49 (0)89 889 690 655
vollmacht@zalando.de

Proxies and instructions to proxy holders appointed by the company timely received that way can also be revoked or changed in advance of the general meeting using these same methods when received by the company by May 21, 2019 (24:00 hrs). A form that you can use for such revocation can be found on the website of the company at <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>. If you wish to change a proxy and instructions that you have issued, first revoke the proxy and instructions issued and then issue a new proxy and instructions to the proxy holders appointed by the company by means of the form of proxy and voting instructions.

The proxy and voting instructions to the proxy holders appointed by the company may also be issued, changed or revoked electronically via the company's online shareholder service by the end of May 21, 2019 (24:00 hrs). In this connection, please also read the information in section I. as well as the additional notes in section IV.

On the day of the general meeting, proxies and voting instructions to the proxy holders appointed by the company can be issued, and changed or revoked in text form, also at the entrance and exit desks at the general meeting. This possibility is available to the shareholders regardless of whether they intend to then leave or to continue their participation in the general meeting.

III. Absentee Voting

If you do not wish to attend the general meeting in person or represented by a third party or by the proxy holders appointed by the company, you may exercise your voting rights in the general meeting by casting your votes by absentee voting.

For casting the votes by absentee voting, the online shareholder service or the absentee voting form sent together with the admission card can be used. The relevant form is also available for downloading on the company's website at <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>.

If no express or clear vote is cast in the absentee voting with regard to an item on the agenda, this is considered to be an abstention on this agenda item. The casting of votes by absentee voting is limited to voting on the proposals for resolutions (including any adjustments) of the Management Board and the Supervisory Board and on proposals by shareholders for resolutions announced with an addendum to the agenda pursuant to § 122 (2) German Stock Corporation Act (*Aktiengesetz*).

If the company receives, within the statutory time limit, motions from shareholders that are required to be published, such motions will be made available on the company's website at <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>. You may exercise your voting rights also with respect to such motions.

Please note that only one vote may be cast with respect to each matter for resolution. If any votes cast by you by means of absentee voting with respect to any items on the agenda are not clear, the relevant votes cannot be considered as valid.

The casting of votes by means of absentee voting must be received by the company at the following address by no later than May 21, 2019 (24:00 hrs):

Zalando SE
c/o Better Orange IR & HV AG
Haidelweg 48
81241 Munich
Germany
Fax: +49 (0)89 889 690 655
briefwahl@zalando.de

Absentee votes timely received that way can also be revoked or changed in advance of the general meeting using these same methods when received by the company by May 21, 2019 (24:00 hrs). A form that you can use for such revocation can be found on the website of the company at <https://corporate.zalando.com/en/investor-relations/annual-general-meeting-2019>. If you wish to change absentee votes that you have cast, first revoke the absentee voting and then cast your votes again by absentee voting by means of the absentee voting form.

The casting of votes by absentee voting can also be effected via the online shareholder service until the end of May 21, 2019 (24:00 hrs). The votes cast via the online shareholder service can also be revoked or changed up to that time. In this connection, please also read the information in section I. as well as the additional notes in section IV.

Proxy holders can also use absentee voting. The provisions on granting, revoking and providing proof of proxy are not affected.

If a shareholder or a third party to which the shareholder has granted a proxy participates in the general meeting in person, any previous vote cast by absentee voting will cease to be valid.

IV. Additional Notes

If, in respect of the same shareholding, the proxy holders appointed by the company receive several powers of attorney and instructions or if they receive them in different ways of transmission, then the power of attorney most recently received in due form is considered as binding with its relevant instructions. If differing declarations are received through different ways of transmission and it cannot be determined which of them was issued most recently, such declarations will be taken into consideration in the following order: 1. by password-protected internet service, 2. by email, 3. by telefax, and 4. in paper format. If powers of attorney are not granted in due form, the proxy holders will not represent the votes in the general meeting.

If the company has received absentee ballots in addition to a power of attorney having been granted and instructions having been issued to the proxy holder, the absentee ballots will always be considered to have priority; accordingly, the proxy holders will not make use of the power of attorney granted to them in this regard and will not represent the relevant shares.

If, in respect of the same shareholding, the company receives several votes by absentee voting or if it receives several votes in different ways of transmission, then the absentee vote most recently received in due form is considered as binding. If differing declarations are received through different ways of transmission and it cannot be determined which of them was issued most recently, such declarations will be taken into consideration in the following order: 1. by password-protected internet service, 2. by email, 3. by telefax, and 4. in paper format. If votes given by way of absentee voting are not given in due form, the votes so given will be invalid.