

Complaints channel

2023

# Contents

1. Procedure overview	03
2. Complaint registration	04
2.1. Registration of complaint with anonymous acces, no user registration	04
2.2. Registration of complaint with confidential acces, with user registration	08
3. Complaint follow-up	14
3.1. Complaint follow-up with anonymous acces, no user registration	14
3.2. Complaint follow-up with confidential acces, with user registration	15

## 1. Procedure overview

Through the Complaints Channel, any person who has a relationship with Mango can easily make a complaint about possible misconduct that violates Mango's Code of Ethics or the legislation in force in each country.

The complaints procedure guarantees anonymity, as well as confidential and non-retaliatory treatment for any report made in good faith. The Code of Ethics regulations specify the procedure, as well as the different phases of the investigations carried out because of the complaints received.

Mango guarantees confidential and fluid communication with the company's Compliance department once the facts have been reported.

Complaints channel 2023

The complaints channel can be accessed from the following link: https://mango.edenuncias.com/

To register a complaint, go to the top right-hand side, click on the section Register Complaint as shown in the following image.

Two different ways of registering a report are outlined, which are detailed in the following sections. The options are to register a report with anonymous access without user registration or to register a report with confidential access with user registration.

### 2.1. Registration of complaint with anonymous acces, no user registration

You can submit a complaint without registering on the channel. By selecting this option, you will directly access the complaint registration form. From the Register complaint section by clicking on Anonymous access without user registration, as shown in the following image.

Then, a window will open with the General Conditions of Use of the complaints channel. In order to be able to process the complaint, the conditions of use must be read, understood and accepted, and the final tick must be marked in order to begin the processing of the complaint. Then click Start.

The complaint registration form will not include any sections relating to personal data. The complaint must be completed with a description of the facts, which contains the following fields.

Company involved

Is a mandatory field where only the Mango option can be selected.

• Reason for the complaint

Is a mandatory field. The drop-down menu allows us to select from the following options: Corruption, bribery, conflict of interest; ESG; Failure to perform duties; Fraud, falsification of documents; Grievances and claims; Harassment in the work-



MAN	GO	Register Complaint	Contact	0
	w you prefer to access the whistlebl	ower channel		
	access without user registration	1 6 1 1 1 1 1 1 1		
	a complaint without registering on the ch registration form. The complaint registr		a sana manana ang ang ang ang ang ang ang ang an	11.1
	ta. <u>At the end of registration, you will re</u>			

Conditions of Use
Improgram use or use continues to the present conditions of the Completints Channel is not permitted. Uses are informed that false completints constitute a commol offence according to the provision established in article 456 of the Spanish Penal Code.
Users of the Compliants Charvel who use it in good faith and in accordance with present conditions shall not suffer any form of reprival on the part of the Company.
2.4. Exceptions to confidentiality
The Compliants Channel guarantees users that make any complaint the confidentiality of their identity, except where the identity of the user is required by the authomac or the complaint has been made in the knowledge that the information provided is false.
(*) I have read and understand the general terms and conditions, the security advice and my responsibility regarding the confidentiality of the information. By taking the box, I accept the terms of use of the existebliceing channel.
(*) folial-desincey field
START

place; Illegal payments, money laundering; Product; Shops, Warehouses, other workplaces; Unfair competition practices; Unfair employment practices or the generic option Other.

- What has happened? Is a mandatory text field where the facts of the complaint should be explained in as much detail as possible.
- Why do you think this happened? is a non-mandatory text field, you can detail the reasons you consider.

Once you have filled in at least the mandatory fields, click Next to finalize the description of the facts of the complaint.

After clicking on Next, a new screen will appear to provide more detail on the Scope of the Facts. The following fields (none of them mandatory) must be filled in for further analysis.

- In which department/area did the incident occur? A drop-down menu opens to select from the following options: purchasing, communication, general directorate, ESG, finance, logistics or warehouses, plays, shopping, online, people, product, retail or technology.
- tection date.
- to include more details.
- the fact of the complaint.

• When did you detect the incident? SCOPE OF THE FACTS A drop-down menu opens with a calendar to select the de-In which department/area did the incident occur? • How long has the incident been going on? When did you detect the incident? Text field allowing to explain how long it has been going on or Ш× How long has the incident been going on? • What is the estimated financial value of the damage? Indicate, if known or can be estimated, the monetary value of Phose Jury fazz the treadent heart gaing sait What is the estimated financial value of the damage? • Do you think the incident is still on-going? What is the activacted featured states of the damage? Indicate by clicking on the Yes or No boxes. Du you think the incident is still on-going? 1 Sec 1 Sec Click on Next, as indicated in the following image, to finalize the registration.

.

DESCRIPTION OF	THE FACTS	
	Company Involved [*] Select a Company	
	Select	
	Reason for the complaint (*)	
	Select.	
	What has happened? (*)	
	Whark Entry Temppersonal/	
	Why do you think this happened?	
	Why do prior thinks this beamparted?	
		(*) Munduliscy Solds
		NEXT

Once clicked, a new screen appears to provide mo parties involved in the events. The following fields mandatory) must be filled in for further analysis.

- Names of people involved Text field to explain who are the persons involv of the complaint.
- Have you informed anyone in your organization Indicate by clicking on the Yes or No boxes.
- Are there any supervisor or managers involved Indicate by clicking on the Yes or No boxes.
- Have you informed any supervisor or manager your organization? Indicate by clicking on the Yes or No boxes.
- Are there any other organizations involved in Indicate by clicking on the Yes or No boxes.

Click on Next, as indicated in the following imag with the registration.

Once clicked, a new screen appears where you car evant comments and/or attach a evidence docum allowed up to 15MB max). Click on Next, as indicate to go to the Summary of the complaint and finish

ore detail on the s (none of them		
ved in the facts		
on?	PEOPLE INVOLVED IN THE EVENTS	
4?	Names of people involved Names of people involved	
r in	Have you informed anyone in your organisation?	
the incident?	Have you informed any supervisor or manager in your organisation?	
ge, to continue		NEXT
n add other rel- nent (all formats ed in the image, the registration.		
	EVIDENCE DOCUMENTS AND OTHER RELEVANT COMMENTS  Other commants of interest	
	Drives corresponds of interport Attach Existence Document	
	PIEMOUS SUMMARY OF	COMPLAINT

A new screen will open where you can check the details of the entire complaint that has been completed. At the end of the details, you will be given the option of going back to the home screens to modify some of the details provided or the option to Send complaint. To complete the report registration, click on Send complaint as shown in the image.

At the end of registration, you will receive an alphanumeric code to note down and save, which will allow you to track any changes in the status of your complaint.

It will give you the option to close the screen and end the process or to Acknowledgement of receipt, where a PDF with the details of the complaint will be downloaded.

For further information on the status of the complaint, see section 3 of this document.

SEND COMPLAINT

EVIDENCE DOCUMENTS AND OTHER RELEVANT COMMENTS

Other comments of interest Attach Evidence Document

BACK

0

#### INFORMATION TO REGISTER COMPLAINT

Your complaint has been successfully submitted. The manager will contact you as soon as possible.

Below you will find the access code generated for this complaint, which you can use to log in and see the progress of the complaint.

This code is not recoverable, so we suggest you save it before closing this window.

ACCESS CODE:

The current screen is an acknowledgement of receipt. If you want a printed acknowledgement of receipt, click on the button "ACKNOWLEDGEMENT OF RECEIPT"

CLOSE

ACKNOWLEDGEMENT OF RECEIPT

#### MANGO ACKNOWLEDGMENT OF RECEIPT

Dear User.

Thank you for making use of our Ethical Channel. Your complaint with ID: has been successfully registered and we acknowledge receipt thereof. To consult the content of your complaint as well as the status in which it is finds including the resolution of the same that will be in a maximum term of three months, or six in cases duly justified, please access the Ethical Channel with the tracking code provided in case of user without registration or through the email with which you have registered.

### 2.2. Registration of complaint with confidential acces, with user registration

Through this option and before filing the complaint, you need to register in the channel, using a valid email account, which in no case will be provided to the channel manager. This registration will allow you to receive real-time notifications in your email account of any change in the status of your complaint. Likewise, once you are registered, you will be able to consult, in brief, all the information on the complaints you have filed in the channel. The complaint registration form will not include any section relating to personal data.

By selecting this option, you will go directly to the complaint registration form. From the Register complaint section by clicking on Confidential access with user registration, as shown in the following image.

A screen will open to log in if you already have a user registered with the username/email or password. If you do not have a user, click on the "Not registered?" option below.

MANGO

Register Complaint Contact

personal data. At the end of registration, you will receive an alphanumeric code that you will need to write down and keep safe. You can use this code to track any changes in the status of your complaint.

#### Confidential access with user registration

Through this option and before submitting the complaint, you must register in the channel with a valid email account, which in no case will be provided to the channel manager. This registration will allow you to receive real-time notifications in your email account of any change in the status of your complaint. Once you are registered, you can also access all the

M	IANGO
Are you a Registered User?	Do you have an Access Code?
O Usermonie or Ernoll Address (*)	a, Access Code (*)
P furnered Ci	And Constant of Society (1)
در معادد معادد معادد (۲) که در معاد (۲) که در معاد (۲) که در معادد (۲) که در معاد	(*) Mitridertory Fields
(*) Mundatory Fields	
	-
Problems with access? Not registered	17

A screen opens where you can enter your email address and verify a password to access the channel (between 8 and 10 characters, one special character, one number and one letter in uppercase) and click on the box "I am not a robot". Click on Accept.

A pop up will appear, warning that an email has been sent to the associated account to verify and activate it.

MANGO

D Enter your Contact Entel Address (\*)

Mandatory Field Chouse a Password (\*) Verify Personand (\*)

Mandatory Field

(\*) Manifetory Fields

How do we insit and protect your data?

HESPONSIBLE: MANGO

PDRPOSE: Management and investigation of complaints filed through the Morspa Completints Charged

RIGHTS: You can marries, at any time, your rights of access, rectification, alterization, opposition and other legally autoblished ingless through dpo@mango.com. Additional information: For muse information, samedh aut Privacy Policy



ETHICAL CHANNEL

YOUR USER ACCOUNT HAS BEEN SUCCESSFULLY CREATED, PLEASE CHECK YOUR EMAIL TO ACTIVATE IT, THANK YOU.

Ok

ACCEPT

You will receive an email in your inbox, if you do not receive it after a few minutes check your spam folder.

You should click on the link that appears to activate account. The format of the email will be as follows, from: Ethical Channel <notificaciones@innovaiberica.com>. Once you have activated your account and logged in using the link in the email, you will be able to start processing your complaint.

The session is now logged in, and you will be able to access the complaint registration at the top right-hand side of the screen, as shown in the following image.

Then, a window will open with the General Conditions of Use of the complaints channel. In order to be able to process the complaint, the conditions of use must be read, understood and accepted, and the final tick must be marked in order to begin the processing of the complaint. Then click Start.

User Account Activation [No-Reply]
Canal Ético «notificaciones@innovaiberica.com»
Inaducir mensaje a: Español         No traducir nunce det inglés         Preferencias de traducción
Algunos contactos que recibieron este mensaje no suelan recibir corross electrónicos de <u>notificaciones@innoviRerka.com</u> . <u>Por qué esto es importante</u> [EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe. <u>More information</u>
ACTIVATION OF YOUR USER ACCOUNT
You have recently requested registration in our Complaints Channel. Before accessing it is necessary to activate your account by means of this email verification.
This link will be available for 2 hours. After that time, if you have not activated your registration, you will need to register again.
UNK: ACTIVATE ACCOUNT
Yours sincerely,
Ethical Channel
MANGO
Manual data tanda mush picebanet tensor shates 2



Conditions	of Use					
	trary to the present conditions of d in article AS6 of the Spanish Per	and the second	s not permitted. Users o	re informail that false of	emplants constitute a orr	ninal offeren eccording to
Users of the Complaints	Channel who use it in good faith	and in accordance with pre-	aant conditions shall not	suffer any form of repris	al on the part of the Comp	рату.
2.4. Exceptions to confi	lenticility					
	l guarantees users that make a de in the knowledge that the infor		bality of their identity,	except where the identit	ty of the user is required	by the subornec or the
Second Se	and understand the general term pit the terms of use of the whistle		ity advice and my respo	nability regarding the so	nfidentiality of the inform	otion. By ticking
						ļ
						(*) Matchetory Telefo
						STAAT

The complaint registration form will not include any sections relating to personal data. The complaint must be completed with a description of the facts, which contains the following fields.

Company involved

Is a mandatory field where only the Mango option can be selected.

- Reason for the complaint is a mandatory field The drop-down menu allows us to select from the following options: Corruption, bribery, conflict of interest; ESG; Failure to perform duties; Fraud, falsification of documents; Grievances and claims; Harassment in the workplace; Illegal payments, money laundering; Product; Shops, Warehouses, other workplaces; Unfair competition practices; Unfair employment practices or the generic option Other.
- What has happened?

Is a mandatory text field where the facts of the complaint should be explained in as much detail as possible.

• Why do you think this happened?

Is a non-mandatory text field, you can detail the reasons you consider.

Once you have filled in at least the mandatory fields, click Next to finalize the description of the facts of the complaint.

After clicking on Next, a new screen will appear to detail on the Scope of the Facts. The following them mandatory) must be filled in for further and

- In which department/area did the incident occ A drop-down menu opens to select from the fol purchasing, communication, general directorate logistics or warehouses, plays, shopping, online, uct, retail or technology.
- When did you detect the incident? A drop-down menu opens with a calendar to tection date.
- How long has the incident been going on? Text field allowing to explain how long it has been going on or to include more details.

	DESCRIPTION OF THE FACTS	
o provide more fields (none of alysis.	Company involved (*) Select a Company Select Reason for the complaint (*)	
cur? Ilowing options:	Salvert	
e, ESG, finance, , people, prod-	What has happened? (*) What has happened?	
	Why do you think this happened?	
select the de-		(*) feloretisticy Solds
en going on or		NEXT

- What is the estimated financial value of the damage? Indicate, if known or can be estimated, the mo the fact of the complaint.
- Do you think the incident is still on-going? Indicate by clicking on the Yes or No boxes.

Click on Next, as indicated in the following image registration.

Once clicked, a new screen appears to provide mo parties involved in the events. The following fields mandatory) must be filled in for further analysis.

- Names of people involved Text field to explain who are the persons involv of the complaint.
- Have you informed anyone in your organization? Indicate by clicking on the Yes or No boxes.
- Are there any supervisor or managers involved? Indicate by clicking on the Yes or No boxes.
- Have you informed any supervisor or manager in your organization? Indicate by clicking on the Yes or No boxes.
- Are there any other organizations involved in the incident? Indicate by clicking on the Yes or No boxes.

Click on Next, as indicated in the following image, to continue with the registration.

#### SCOPE OF THE FACTS

onetary value of		In which department/area did the incident occur?		
		Select		
		When did you detect the incident?		
		Dyte	≡ ×	
e, to finalize the		How long has the incident been going on?		
		How have fair the weident house gains out		
	-	What is the estimated financial value of the damage?		
ore detail on the		What is the activacted formated values of the downspill		
s (none of them		Du you think the incident is still on-going?		
ved in the facts	PREVIOUS			NEXT

The birds of the second		
The line of the Are there any super line the Are there any super line the Are you informed line the Are there any other	New Concession of the Concessi	
Are there ary tupe Tree there Have you informed Tree there Are there ary other	nyone in your organisation?	
The Discontract of the Have you informed the Discontract of the Discon		
Have you informed Two free Are there any other	sors or managers involved?	
The file of the Are there ary other		
Are there any other	ny supervisor or manager in your organisation?	
[] 7m [] film	rganisations involved in the incident?	

Once clicked, a new screen appears where you er relevant comments and/or attach an evidence formats allowed up to 15MB max). Click on Next, the image, to go to the Summary of the complain registration.

A new screen will open where you can check the entire complaint that has been completed. At details, you will be given the option of going bac screens to modify some of the details provided or Send complaint. To complete the report registration complaint as shown in the image.

At the end of registration, you will receive an emo ciated account with the registration information, you to track any changes in the status of your cor

It will give you the option to close the screen and or to Acknowledgement of receipt, where a PDF of the complaint will be downloaded.

For further information on the status of the compla 3 of this document.

ı can add oth-	EVIDENCE DOCUMENTS AND OTHER RELEVANT COMMENTS
e document (all , as indicated in	Other convnents of interest
nt and finish the	Diffuse conversion of interpret
	Attach Evidence Document
	SELECT & FILE (TARE MAX)
e details of the	
the end of the ck to the home	PREVIOUS SUMMARY OF COMPLAINT
or the option to	
on, click on Send	
	EVIDENCE DOCUMENTS AND OTHER RELEVANT COMMENTS
	Other comments of interest
	Attach Evidence Document
	BACK.
ail to the asso-	
which will allow mplaint.	
	INFORMATION TO REGISTER
	COMPLAINT
	Your complaint has been correctly submitted. The manager will
	contact you as soon as possible.
	The current screen is an acknowledgement of receipt. If you want a printed acknowledgement of receipt, click on the button
	"ACKNOWLEDGEMENT OF RECEIPT"
end the process	CLOSE ACKNOWLEDGEMENT OF RECEIPT
with the details	
rint son soction	MANGO ACKNOWLEDGMENT OF RECEIPT
aint, see section	Dear User.
	Thank you for making use of our Ethical Channel. Your complains with ID: 1,241 has been successfully registered and we acknowledge receipt thereof. To consult the content of your complaint as well as the
	status in which it is finds including the resolution of the same that will be in a maximum term of three months, or six in cases duly justified, please access the Ethical Channel with the tracking code provided in case of user
	without registration or through the email with which you have registered.

# 3. Complaint follow-up

You can check the status of the complaint that has been registered in the Complaints Channel by clicking on the following link: https://mango.edenuncias.com/

The process changes depending on whether the complaint has been processed with anonymous access without user registration or with confidential access with user registration. The following subsections explain the processes to be followed according to the different typologies.

### 3.1. Complaint follow-up with anonymous acces, no user registration

You will need to click on the top left-hand side of the website to the Login section, as shown in the image below.

The following screen will open where you must enter the alphanumeric code that was given to you when generating the complaint and click on the "I am not a robot" box, as in the following image. Click on Access.

🛔 Login	1 🕲 L	anguage Englis	h ¥	
МА	NG	0		
1				

	MANGO	
Are you a Registered User?	Do you have an Access Code?	
O Username or Ernal Address (*)	a. Account Goofe (*)	
Pairwood (*)	And the state of the second se	
	(*) Islamidistory Fasility	CCE55
(*) Mondulury Faigh	ACCESS	64
Problems with access? No	it registered?	

### 3. Complaint follow-up

On the following screen you will be able to see the port and its details. With the icon marked in green image, you will be able to see the follow-up of the manager's comments. With the icon marked in lowing image, you will be able to see the details and add a new comment.

# 3.2. Complaint follow-up with confidential acces, with user reg

If you have generated the complaint with user will have a username and password to access the l plaints Channel and be able to view the status of You will also have received an email from the comp that contains a link where you can easily access the complaint.

You will need to click on the top left-hand side o the Login section, as shown in the image below.

The following screen will open where you will have click on the "I am not a robot" box, as in the f Click on Access.

On the following screen you will be able to see the port and its details. With the icon marked in greer image, you will be able to see the follow-up of the manager's comments. With the icon marked in lowing image, you will be able to see the details and add a new comment.

ne generated re- n in the following ne report and the n blue in the fol-		Follow	/-UP CO	MPLAINTS	5		
of the complaint			ID	COMP4 MANGO	NY		
egistration							
registration, you link to the Com- of the complaint. plaint registration the follow-up of	[	🔓 Login   🦉 Languag	ge English <del>v</del>				
of the website to		MANGO					
ive to log in and following image.		Are you a Re	gistered User?	MAN		ou have an Access C	ode?
ne generated re- n in the following ne report and the n blue in the fol- of the complaint		Unernance or Errori Addre     Fossered (*)     C     C     (*) Mondatury Fields  Problems with occess?	A	ccess registered?	Annares Code I un out a sone (*) Morsdutury Fields	in.	ACCESS

FOLLOW-UP COMPLAINTS				
		ID	COMPANY	
¢	۲		MANGO	

# MANGO

© MANGO