

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

# I. 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.

## 2. Complaint registration

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.

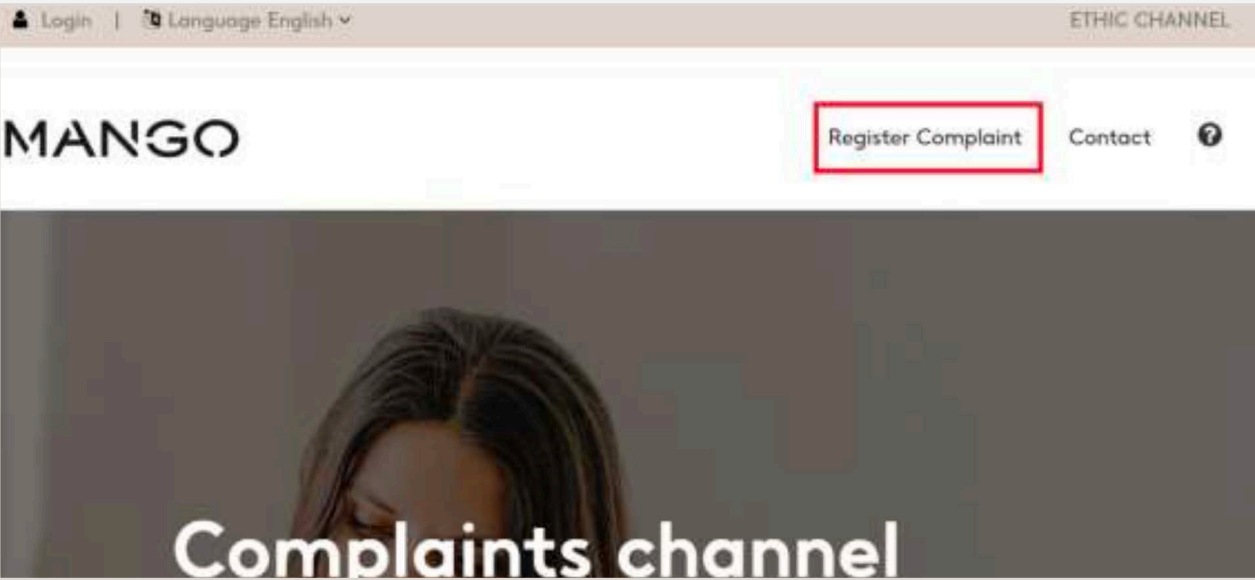
### 2.1. Registration of complaint with anonymous acces, no user registration

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-



## 2. Complaint registration

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.
- **When did you detect the incident?**  
A drop-down menu opens with a calendar to select the detection 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.
- **What is the estimated financial value of the damage?**  
Indicate, if known or can be estimated, the monetary value of 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, to finalize the registration.

DESCRIPTION OF THE FACTS

Company involved (\*) Select a Company

Select

Reason for the complaint (\*)

Select

What has happened? (\*)

Why do you think this happened?

(\*) Mandatory fields

NEXT

SCOPE OF THE FACTS

In which department/area did the incident occur?

Select

When did you detect the incident?

Date

How long has the incident been going on?

What is the estimated financial value of the damage?

Do you think the incident is still on-going?

Yes No

PREVIOUS

NEXT

## 2. Complaint registration

Once clicked, a new screen appears to provide more detail on the parties involved in the events. The following fields (none of them mandatory) must be filled in for further analysis.

- **Names of people involved**  
Text field to explain who are the persons involved in the facts 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.

PEOPLE INVOLVED IN THE EVENTS

Names of people involved

Names of people involved

Have you informed anyone in your organisation?

☐ Yes ☐ No

Are there any supervisors or managers involved?

☐ Yes ☐ No

Have you informed any supervisor or manager in your organisation?

☐ Yes ☐ No

Are there any other organisations involved in the incident?

☐ Yes ☐ No

PREVIOUS

NEXT

Once clicked, a new screen appears where you can add other relevant comments and/or attach a evidence document (all formats allowed up to 15MB max). Click on Next, as indicated in the image, to go to the Summary of the complaint and finish the registration.

EVIDENCE DOCUMENTS AND OTHER RELEVANT COMMENTS

Other comments of interest

Other comments of interest

Attach Evidence Document

SELECT A FILE (15MB MAX)

PREVIOUS

SUMMARY OF COMPLAINT

## 2. Complaint registration

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.


EVIDENCE DOCUMENTS AND OTHER RELEVANT COMMENTS

Other comments of interest

Attach Evidence Document

BACK

SEND COMPLAINT



## 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



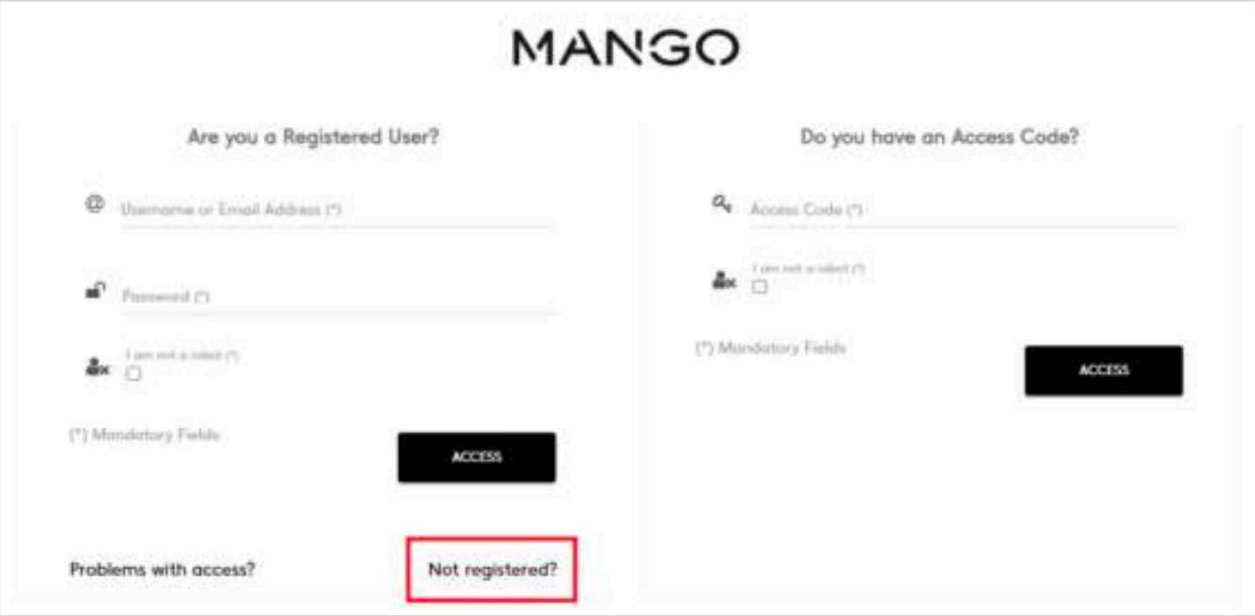
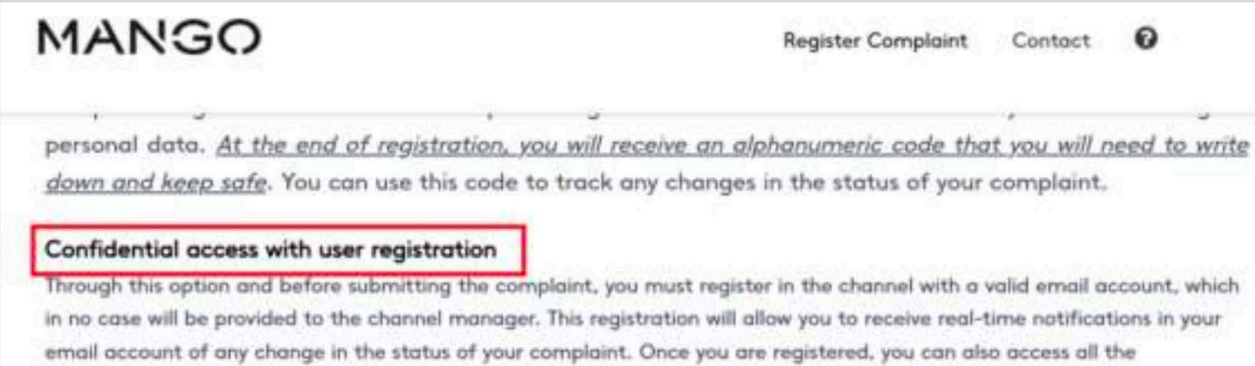
2. Complaint registration

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.





2. Complaint registration

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

Enter your Contact Email Address (\*)

Mandatory Field

Choose a Password (\*)

Mandatory Field

Verify Password (\*)

I'm not a robot (\*)

(\*) Mandatory Fields

How do we treat and protect your data?

RESPONSIBLE: MANGO

PURPOSE: Management and investigation of complaints filed through the Mango Complaints Channel.

RIGHTS: You can exercise, at any time, your rights of access, rectification, elimination, opposition and other legally established rights through [dpo@mango.com](mailto:dpo@mango.com). Additional information: For more information, consult our [Privacy Policy](#)

ACCEPT

ETHICAL CHANNEL

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

Ok

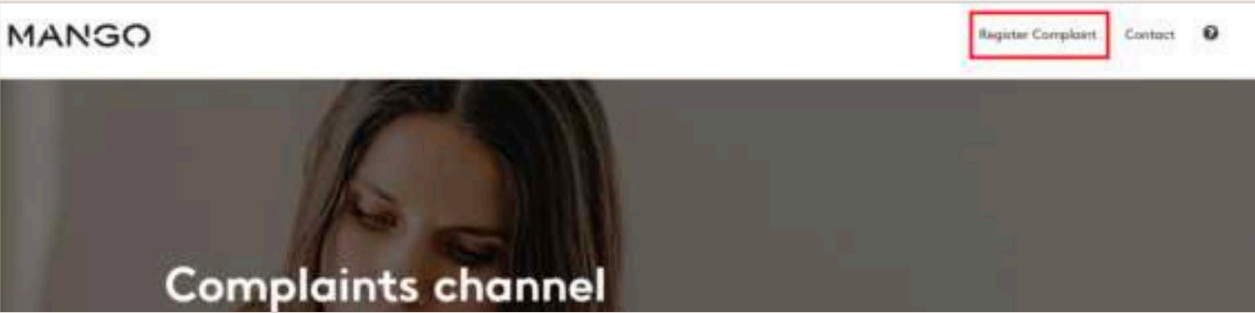
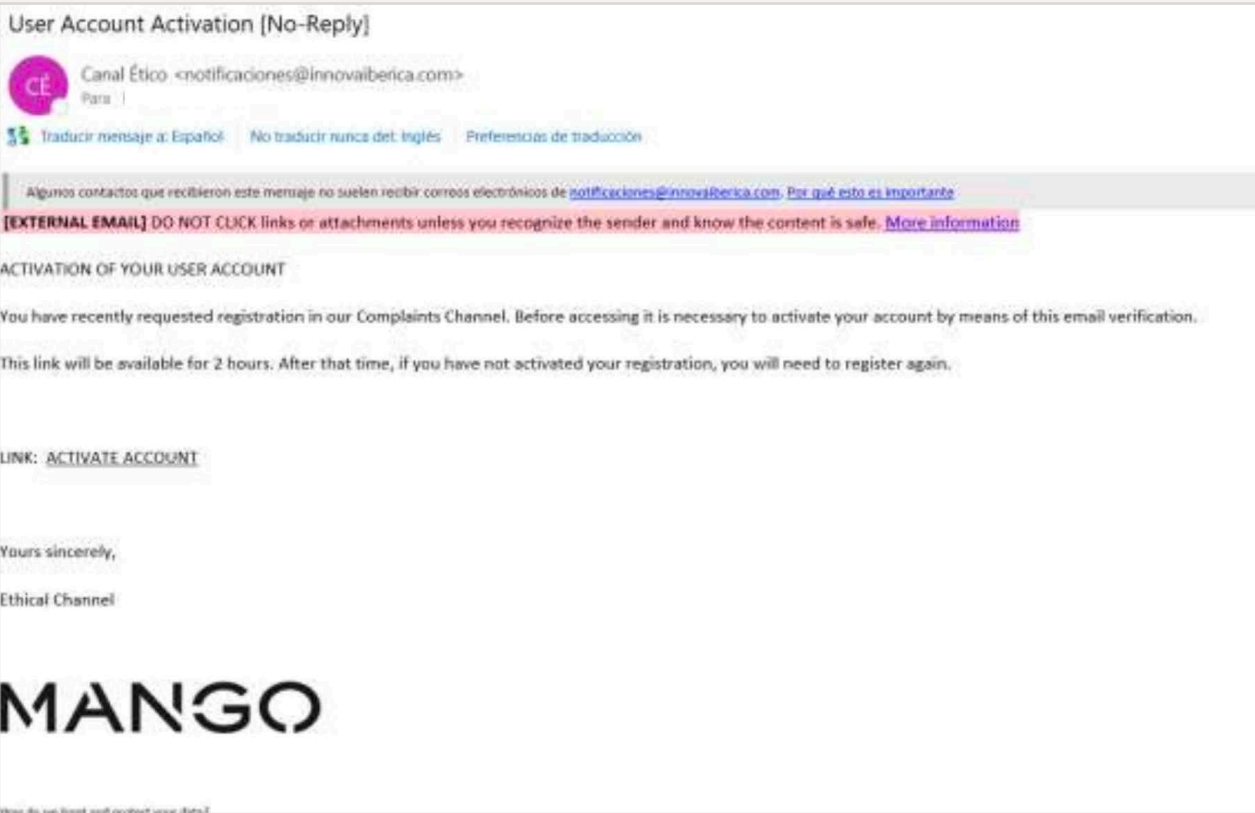
2. Complaint registration

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.



## 2. Complaint registration

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 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.
- **When did you detect the incident?**  
A drop-down menu opens with a calendar to select the detection 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

Company involved (\*)

Select a Company

Select

Reason for the complaint (\*)

Select

What has happened? (\*)

What has happened?

Why do you think this happened?

Why do you think this happened?

(\*) Mandatory fields

NEXT

## 2. Complaint registration

- **What is the estimated financial value of the damage?**  
Indicate, if known or can be estimated, the monetary value of 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, to finalize the registration.

Once clicked, a new screen appears to provide more detail on the parties involved in the events. The following fields (none of them mandatory) must be filled in for further analysis.

- **Names of people involved**  
Text field to explain who are the persons involved in the facts 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.

The screenshot shows a web form titled "SCOPE OF THE FACTS". It contains several input fields: "In which department/area did the incident occur?" with a "Select" dropdown; "When did you detect the incident?" with a date picker; "How long has the incident been going on?" with a text input; "What is the estimated financial value of the damage?" with a text input; and "Do you think the incident is still on-going?" with "Yes" and "No" checkboxes. At the bottom, there are "PREVIOUS" and "NEXT" buttons. The "NEXT" button is highlighted with a red rectangle.

The screenshot shows a web form titled "PEOPLE INVOLVED IN THE EVENTS". It contains several input fields: "Names of people involved" with a text input; "Have you informed anyone in your organisation?" with "Yes" and "No" checkboxes; "Are there any supervisors or managers involved?" with "Yes" and "No" checkboxes; "Have you informed any supervisor or manager in your organisation?" with "Yes" and "No" checkboxes; and "Are there any other organisations involved in the incident?" with "Yes" and "No" checkboxes. At the bottom, there are "PREVIOUS" and "NEXT" buttons. The "NEXT" button is highlighted with a red rectangle.

2. Complaint registration

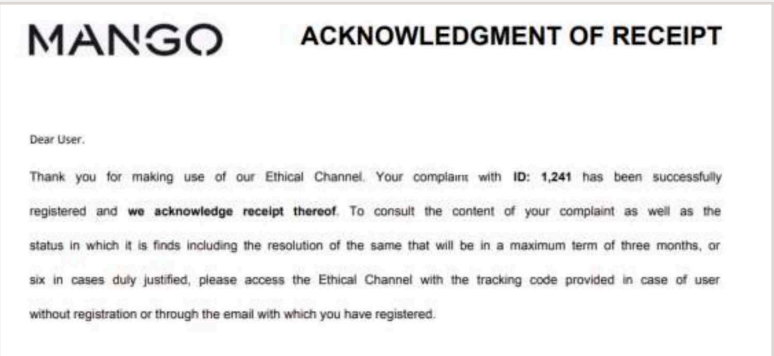
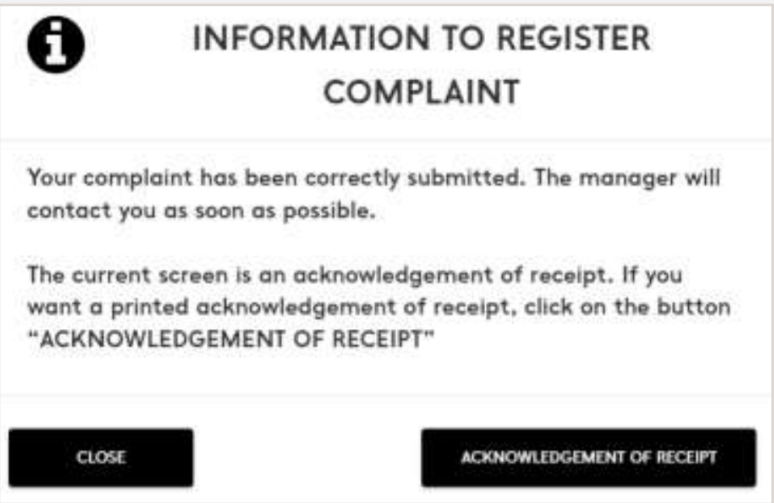
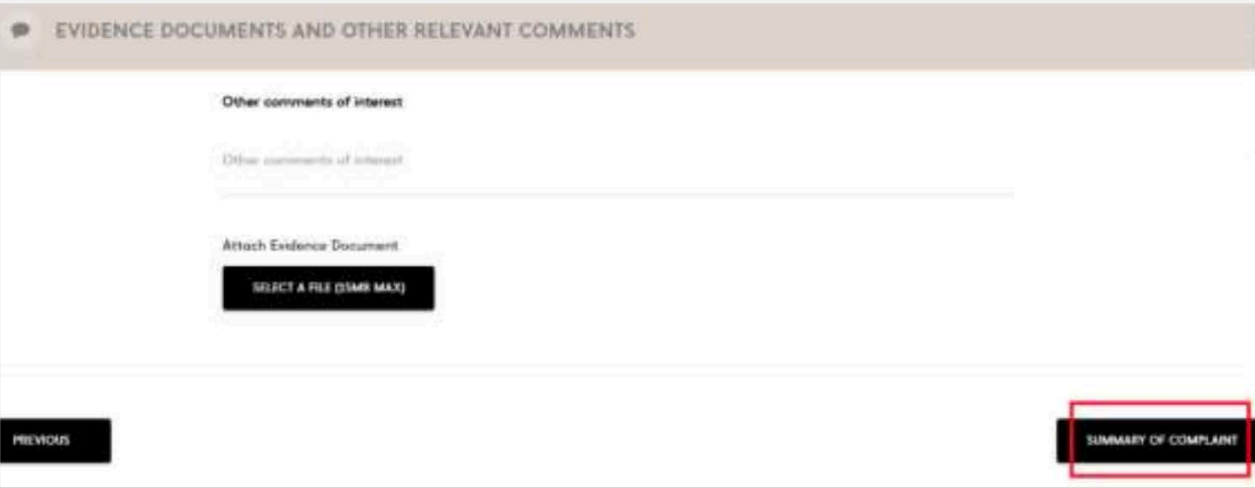
Once clicked, a new screen appears where you can add other relevant comments and/or attach an evidence document (all formats allowed up to 15MB max). Click on Next, as indicated in the image, to go to the Summary of the complaint and finish the registration.

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 email to the associated account with the registration information, 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.





### 3. Complaint follow-up

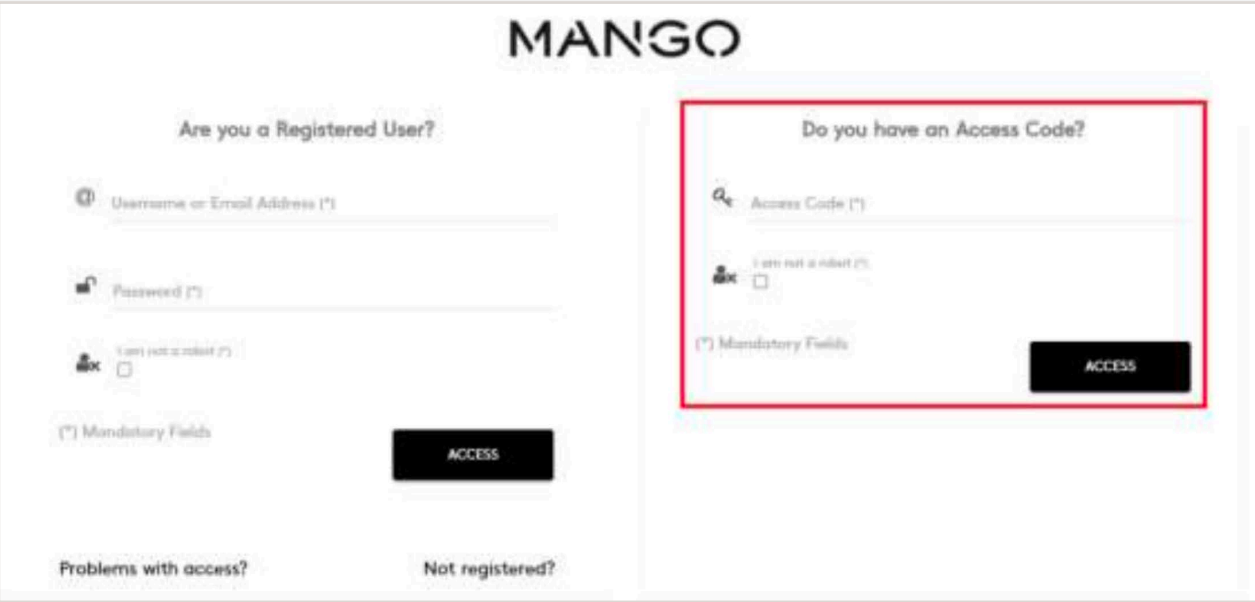
You can check the status of the complaint that has been registered in the Complaints Channel by clicking on the following link: <https://mango.edenuncias.com/>

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.





3. Complaint follow-up

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


3.2. Complaint follow-up with confidential acces, with user registration



If you have generated the complaint with user registration, you will have a username and password to access the link to the Complaints Channel and be able to view the status of the complaint. You will also have received an email from the complaint registration that contains a link where you can easily access the follow-up of the complaint.

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 will have to log in and click on the “I am not a robot” box, as in the following image. Click on Access.

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

 FOLLOW-UP COMPLAINTS

		ID	COMPANY
			MANGO

Login | Language English

MANGO

Are you a Registered User?

Username or Email Address (\*)

Password (\*)

I am not a robot (\*)

(\*) Mandatory Fields

ACCESS

Problems with access? Not registered?


Do you have an Access Code?



Access Code (\*)

I am not a robot (\*)

(\*) Mandatory Fields

ACCESS

 FOLLOW-UP COMPLAINTS

		ID	COMPANY
			MANGO

P. 15

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MANGO