

MANGO

Operational grievance
mechanisms

A good grievance mechanism, according to Principle 31 of the UN Guiding Principles on Business and Human Rights (UNGPR) should be legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning and should be based on engagement and dialogue.

Mango provides several grievance and complaint channels to all individuals it interacts with throughout its operations and supply chain (staff, workers in the supply chain, suppliers, and consumers) to address any issues of non-compliance, implement corrective actions and ensure access to remedy.

The following mechanisms are available to the groups listed below.

All individuals impacted by Mango's own operations and supply chain

- **Ethical Channel:** Mango's whistleblowing

channel allows anyone associated with the company to easily report potential misconduct that violates Mango's Code of Ethics or the applicable laws in each country. This channel ensures anonymity, as well as confidential and retaliation-free handling of all reports made in good faith. The Ethical Channel is easily accessible here: <https://mango.edenuncias.com>

Supply chain workers

- **amfori Speak for Change:** In 2022, the Speak For Change (S4C) program was launched by amfori to provide workers in supply chains with a channel to voice their complaints. Each case received is managed collaboratively with the amfori team, affected workers and any brands sourcing from the facility. This program is only available in Vietnam, Turkey, Bangladesh, India, and Cambodia, and for factories that have a valid BSCI social audit.

- **Müdem:** Müdem is the grievance mechanism

provided by the [Refugee Support Center of MÜDEM](#), a Turkish NGO that assists and supports asylum seekers, refugees and immigrants. Through this channel, textile workers in Türkiye receive legal advice and can report workplace abuses. The remediation process focuses on cooperation with the companies and suppliers involved to develop improvement plans and corrective measures. Mango participates in this program through funding and collaborates in resolving cases related to the factories where it produces.

- **International Accord grievance mechanism:** The participating brands of the Accord provide workers in covered factories with a [grievance mechanism](#) through which workers and their representatives can raise concerns about operational health and safety risks in a confidential manner. Since 2020, the Grievance Mechanism has been operated by the RMG Sustainability Council (RSC). Grievances that fall outside the health and safety scope of the Accord (i.e., wa-

ges or termination) are referred to the signatory brands of the Accord, union representatives, and factory management. The program is only available in Bangladesh and Pakistan.

- **Alerts from the agreement with CC.OO.:** Through CC.OO., Mango maintains a channel for alerts about non-compliance in the production factories within the company's supply chain through regional and local unions and human rights organizations that collaborate with them. In these cases, the resolution of these issues is managed jointly between Mango, union representatives from CC.OO. within the framework of their bilateral agreement, and other potential stakeholders.

Operational grievance mechanisms
by production country

PRODUCTION COUNTRY	AVAILABLE GRIEVANCE MECHANISMS
China	- Ethical Channel - CC.OO.Alert system
Turkey	- Ethical Channel - CC.OO.Alert system - Müdem - amfori Speak For Change (factories that have a BSCI)
India	- Ethical Channel - CC.OO.Grievance mechanism - amfori Speak For Change (factories that have a BSCI)
Bangladesh	- Ethical Channel - CC.OO.Alert system - International Accord Grievance mechanism - amfori Speak For Change (factories that have a BSCI)
Spain	- Ethical Channel - CC.OO.Alert system
Italy	- Ethical Channel - CC.OO.Alert system
Vietnam	- Ethical Channel - CC.OO.Alert system - amfori Speak For Change (factories that have a BSCI)
Morocco	- Ethical Channel - CC.OO.Alert system

PRODUCTION COUNTRY	AVAILABLE GRIEVANCE MECHANISMS
Pakistan	- Ethical Channel - CC.OO. Alert system - International Accord Grievance mechanism
Portugal	- Ethical Channel - CC.OO. Alert system
Cambodia	- Ethical Channel - CC.OO. Alert system - amfori Speak For Change (factories that have a BSCI)
South Korea	- Ethical Channel - CC.OO. Alert system
Egypt	- Ethical Channel - CC.OO. Alert system
Romania	- Ethical Channel - CC.OO. Alert system
Tunisia	- Ethical Channel - CC.OO. Alert system
France	- Ethical Channel - CC.OO. Alert system
Hong Kong	- Ethical Channel - CC.OO. Alert system
Germany	- Ethical Channel - CC.OO. Alert system
Greece	- Ethical Channel - CC.OO. Alert system
Bulgaria	- Ethical Channel - CC.OO. Alert system
Czech Republic	- Ethical Channel - CC.OO. Alert system

PRODUCTION COUNTRY	AVAILABLE GRIEVANCE MECHANISMS
Algeria	- Ethical Channel - CC.OO. Alert system
Austria	- Ethical Channel - CC.OO. Alert system
Azerbaijan	- Ethical Channel - CC.OO. Alert system
Ethiopia	- Ethical Channel - CC.OO. Alert system
Japan	- Ethical Channel - CC.OO. Alert system
Netherlands	- Ethical Channel - CC.OO. Alert system
Poland	- Ethical Channel - CC.OO. Alert system
Serbia	- Ethical Channel - CC.OO. Alert system
Slovakia	- Ethical Channel - CC.OO. Alert system
Switzerland	- Ethical Channel - CC.OO. Alert system

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