

MANGO

SUSTAINABILITY REPORT

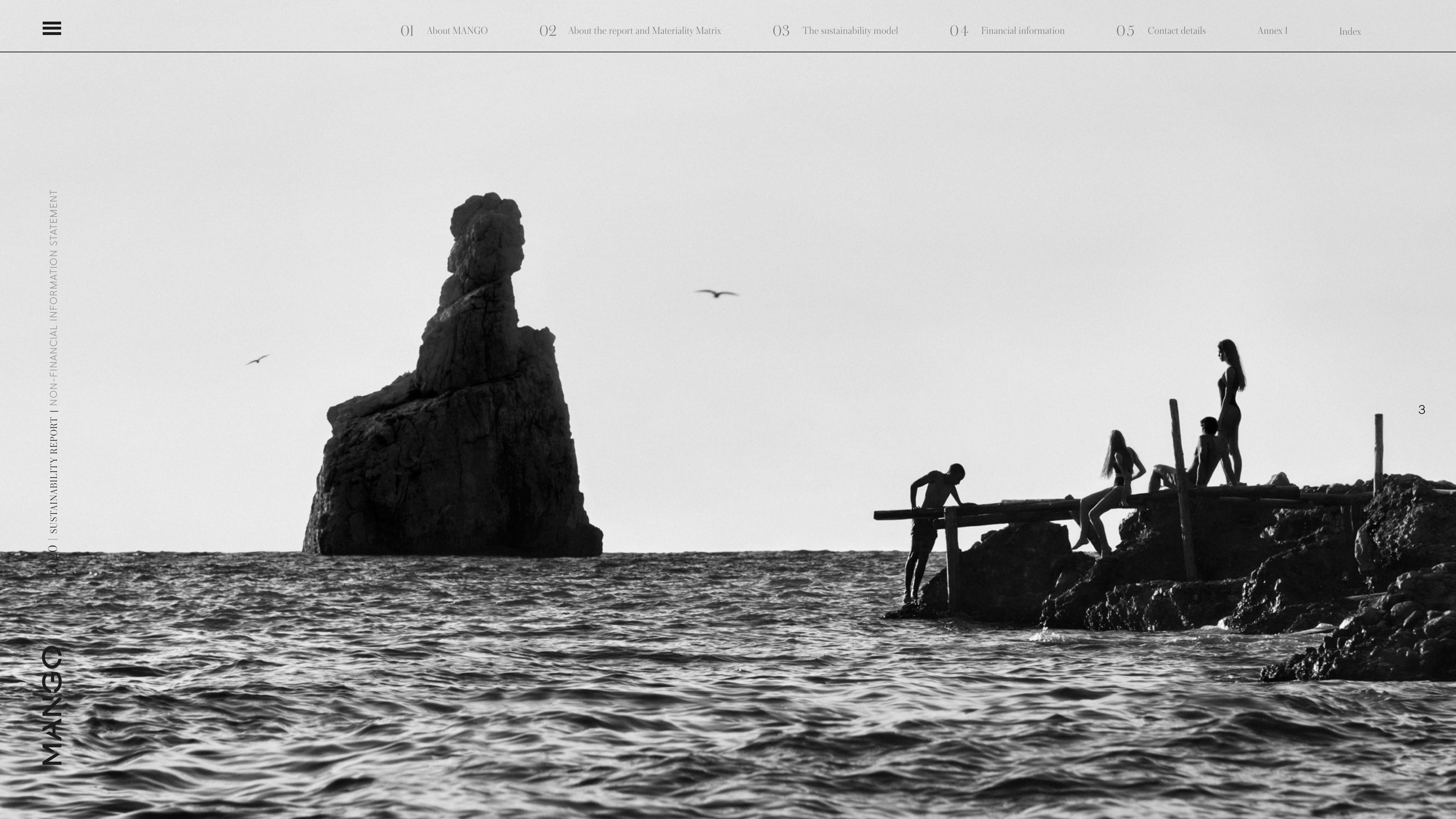
NON-FINANCIAL
INFORMATION STATEMENT

2020



Index of contents

Letter from the CEO	04
Relevant data 2020	07
<i>01</i> ABOUT MANGO	<i>08</i>
1.1 GROUP	09
1.2 CORPORATE GOVERNANCE	10
1.3 VALUES	12
<i>02</i> About the report and Materiality Matrix	<i>14</i>
2.1 SCOPE	15
2.2 OUR CSR	17
2.3 STAKEHOLDERS AND MATERIALITY MATRIX	20
<i>03</i> The sustainability model	<i>26</i>
3.1 ENVIRONMENTAL ISSUES	28
3.2 SOCIAL ISSUES AND PEOPLE	61
3.3 HUMAN RIGHTS AND THE SUPPLY CHAIN	83
3.4 COMPANY	99
<i>04</i> Financial information	<i>123</i>
<i>05</i> Contact details	<i>130</i>
Annex I:	<i>131</i>
Social Issues and People	
Index	<i>151</i>
INDEX CONTENTS GRI STANDARDS / NON-FINANCIAL INFORMATION / GLOBAL COMPACT INDEX	152
CONTENT SDGs	161



Letter from the CEO

On the following pages, you will find the new MANGO Sustainability Report for 2020, which integrates the GRI standards with the Non-financial Information Statement and is included in the company's Consolidated Annual Accounts. In it, we report the results of the last year, as well as the milestones achieved and our roadmap for the coming years.

2020 has been, without a doubt, one of the most complex and intense years of our lives. We are experiencing a time of great challenges, but it is in difficult moments that trust in teams, perseverance, and collective effort become the best allies to move forward and continue the transformation that we started in previous years.

Thus, thanks to everyone's efforts, we have managed to end the year with a turnover of 1,842 million euros; a reasonable result considering the context. Our online channel has grown enormously, exceeding 40% of total billing, a percentage much higher than the 24% in 2019. And we have also grown in the number of physical stores, to 2,221 points of sale in more than 110 countries.

We should be satisfied with the work we have done during this difficult year, in which we have adapted to the circumstances in the different countries where we operate. The effort and the quick response from all MANGO teams has been and continues to be, admirable. I want to draw special attention to the teams in physical stores and their staff who have been on the frontline of closures, reopenings and a variety of disturbances not to mention the lack of direct contact with customers.

This new situation has brought on new consumption habits: new ways of buying, new customer profiles, new products, etc., all of which have had a fundamental impact on our company in which we are always attentive to the customer needs. We continue to maintain a customer-oriented work culture. For this reason we will continue to expand our MANGO Likes you loyalty program, which already has more than 5.5 million active customers. We also continue with our model of working alongside our franchisees as fundamental partners of MANGO.





Letter from the CEO

The technological transformation, multi-channel platforms, e-commerce, have all undergone a somewhat forced acceleration as well as the sustainability criteria that have become even more relevant in this past year. All of this will set the benchmark for the coming years and will evolve in parallel with greater innovation in our sector.

Our commitment to sustainability is long-term. In 2020 we reviewed the strategic sustainability plan with more ambitious objectives that will allow us to achieve the business purpose of being a company committed and willing to contribute to change within our industry. Last year we communicated our objectives for sustainable fibres for the coming years and the number of garments and accessories with sustainable characteristics is growing more and more thanks to our Committed collection. We are also working on alternatives to help eliminate plastic from our supply chain, to promote circularity criteria with the textile waste that we collect in our containers in-store and we have carried out the calculation of our carbon footprint following international standards (SBTi) for the first time. Last October, we signed our commitment to the UN Fashion Industry Charter for Climate Action, which promotes collaboration between different Stakeholders so that the sector achieves its climate objectives for reducing emissions.

We remain committed to improving social standards throughout our value chain. Last year we were the first major fashion multinational to publish all Tier 1 factories that make our products, following the requirements of the Transparency Pledge Standard and under the bilateral agreement we have with CCOO de Industria. The objective for the next two years is to continue improving the traceability of our chain and to continue working in partnership to strengthen due diligence on human rights and promote responsibility in global supply chains within the fashion sector.

We continue to support the United Nations Global Compact, acting in line with its 10 Universal Principles and the Sustainable Development Goals. If there is something that 2020 has taught us, it is the importance of collaborating in an alliance as an engine for societal transformation. For this reason, we have continued to collaborate with entities dedicated to social and cooperation fields and, especially this year, with social and health initiatives to help alleviate the effects of the pandemic.

Finally, I want to thank the entire MANGO team again for all the sacrifices they have made this year and for their commitment and dedication. We are coming to the end of a highly atypical year, even so, we have been able to ensure the competitiveness and leadership of the company and haven't given up on our goal to keep accelerating its transformation. All this has made us stronger and we will begin 2021 with many exciting projects. We will work together to achieve them.

Toni Ruiz
CEO





2020 Key Data

SALES



1,842

Million €
turnover

MARKET



+110

Countries we are
present in

COLLABORATORS



11,318

Employees
in the workforce

ENVIRONMENT



+47 M

COMMITTED
garments

SUPPLIERS



455

Suppliers
of Garments
and Accessories

42%

Turnover
in online sales

+2,200

Stores

32

Average age
of the workforce

100%

Renewable energy
in our headquarters,
warehouses and stores
in Spain

892

Factories used

79%

Sales in foreign
markets

+790,000

M² selling space

78%

Female employees
in the Workforce

↓ 24%

Of reduced water
consumption in denim
manufacturing on average

+126

Million of units
manufactured



01 About MANGO

P. 09 | 1.1 GROUP

P. 10 | 1.2 CORPORATE GOVERNANCE

P. 12 | 1.3 VALUES

The group

MNG HOLDING, S.A.U. is the parent company of a group of companies whose principal business objective is the design, manufacture, distribution and marketing of women's clothing and accessories, as well as products related to decoration, household items and utensils.

The chairman of the firm, Isak Andic, who is the current president of the brand, founded the company under the MANGO name in Paseo de Gracia (Barcelona) in 1984. MANGO is a family and single shareholder company and one of Spain's leading multinationals within the sector.

In 2008 we launched the MANGO man menswear collection. In 2013 MANGO Kids and in 2014 VIOLETA by MANGO with a broader range of designs and larger sizes and, in early 2015, the BABY line for newborns to three year olds. In 2020 MANGO launched a new line, Teen, aimed at teenagers. We market our products through MANGO Online and our network of stores, including MANGO Outlet.

In 2020, the turnover totalled 1,842 million euros, of which 79% corresponded to sales in external markets. Additionally, sales in the online channel amounted to 42% of the total turnover. As of December 30, 2020, MANGO was present in 112 countries through 2,221 stores, 816 of which were company-owned and 1,405 were franchises, with a total selling space of 790,814 m². We have 11,318 employees worldwide.

MANGO is Spain's most international textile group and the second largest exporter in the sector, creating more than 11,000 designs per year and producing 126,554,938 million articles a year.

MANGO's headquarters are located in Palau-Solità i Plegamans (Barcelona) from where all the operations and services to its stores worldwide are managed.

In addition, there is a complex activity for the distribution of our articles and materials, as well as inverse logistics and e-commerce.

These activities are principally carried out from facilities located close to Barcelona: the Lliçà d'Amunt logistics centre, the distribution centres in Palau-Solità i Plegamans, Parets de Vallès, A Coruña and the warehouse in Terrassa for material

We also have other warehouses to cover all distribution needs abroad: Germany, China, South Korea, United States of America, Mexico, Turkey and Russia. Additionally, there are offices for administrative support and for quality control at origin in China and Turkey.





Corporate governance

STEERING COMMITTEE

Isak Andic
CHAIRMAN

Toni Ruiz Tubau
GENERAL MANAGER

Jonathan Andic
MAN, IMAGE & COMMUNICATION DIRECTOR

Elena Carasso Batlle
ONLINE & CUSTOMER DIRECTOR

Luis Casacuberta Bausili
WOMAN & KIDS DIRECTOR
Woman, Kids, Shopping, Sourcing, Pricing

David Gutiérrez
STAFF DIRECTOR

Daniel López García
EXPANSION & FRANCHISES DIRECTOR

Jordi Alex Moreno Sanchís
TECHNOLOGY, DATA, PRIVACY AND SECURITY DIRECTOR

Antonio Pascual Barroso
SUPPLY CHAIN DIRECTOR

Margarita Salvans Puigbó
FINANCIAL DIRECTOR

César de Vicente Sandoval
RETAIL DIRECTOR

EXECUTIVE COMMITTEE

Cristina Belil Roger
MANGO Man

Guillermo Corominas Palomar
Client & Institutional Relations

Sezai Eren
Turkey

Benito Escalada Romero
Product Commercial Director (Woman)

Núria Font Benito
Firms

Huseyin Golcuk Sakarya
Retail Turkey, Middle East & Asia

Roger Graell Solé
e-Commerce

Sara Levy-Lang
Retail France

Luis Maseres Ghiloni
Accessories

Berta Moral Cebrián
Kids

Alejandra Mur Domenech
Woman purchases

Eva Rello Yubero
Production/CMT

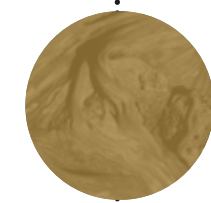
Joan David Rivera Bosch
Image

Encarnación Justicia Ruano
Design, Woman

Laura San Martín Souto
Violeta

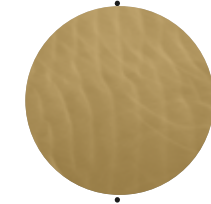
Enric Soler Morata
Staff & Central Organization

Chronology and historical trajectory



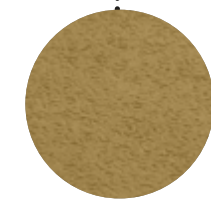
1984

Opening of the first store in Paseo de Gracia (Barcelona).



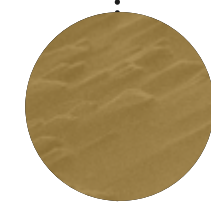
1992

Entry into the foreign market with the opening of two stores in Portugal.



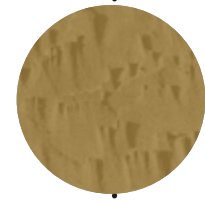
1995

International expansion begins in Asia with physical stores in Singapore and Taiwan.



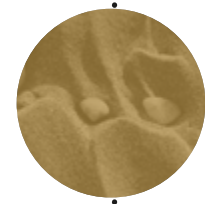
2000

Launch of online selling portal.



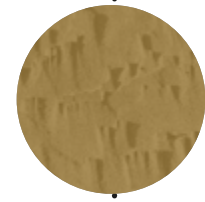
2002

MANGO enters the Chinese market.



2006

MANGO enters the USA. The “El Hangar” 12,000 m² centre goes into operation.



2008

The new Dynamic Distribution Center (DDC) in Parets del Vallés (Barcelona) comes into operation.

MANGO incorporates the Barcelona brand into its image.

MANGO opens its first H.E. by MANGO menswear store.



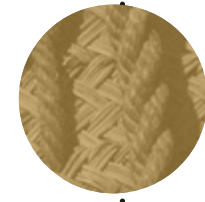
2011

The corporate image is renewed with a new logo.



2013

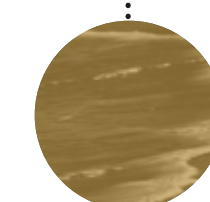
Launch of the new MANGO Kids and MANGO Sport & Intimates lines.



2014

Launch of the Violeta by MANGO line.

Expansion of e-Commerce: 12 new countries are added, bringing the total number of countries in which online sales are available to 76.

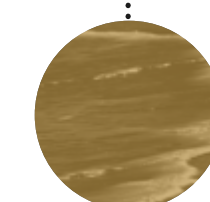


2017

Opening of the flagship stores of Serrano (Madrid), Restauradores (Lisbon) and Soho (New York).

Launch of the first collection produced with sustainable materials: MANGO Committed.

MANGO "Spanish Multinational of the Year" by the 2017 entrepreneurial awards.



2018

Inauguration of the new megastore on C/ Preciados in Madrid.

Appointment of Toni Ruiz as the company's general manager.



2019

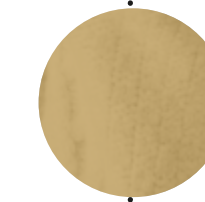
Opening of the new facilities in Barcelona: MANGO Innovation Center.

Launch of the customer loyalty program: MANGO likes you.

MANGO, the first Spanish high street brand to attend the Met Gala.

MANGO "Digital Innovation Award" in the IX Edition of El Economista Awards. 11

90,000 m² expansion plan for the Lliçà logistics center.



2020

Donations and aid to alleviate the consequences of the pandemic.

20th anniversary of MANGO.COM, reaching 42% of total turnover.

Launch of the new collection for teenagers: Teen.

Values

The ethical and sustainable behavior of any organization is the result of the human qualities of people in it at all levels, which is why the values of our team are very important .

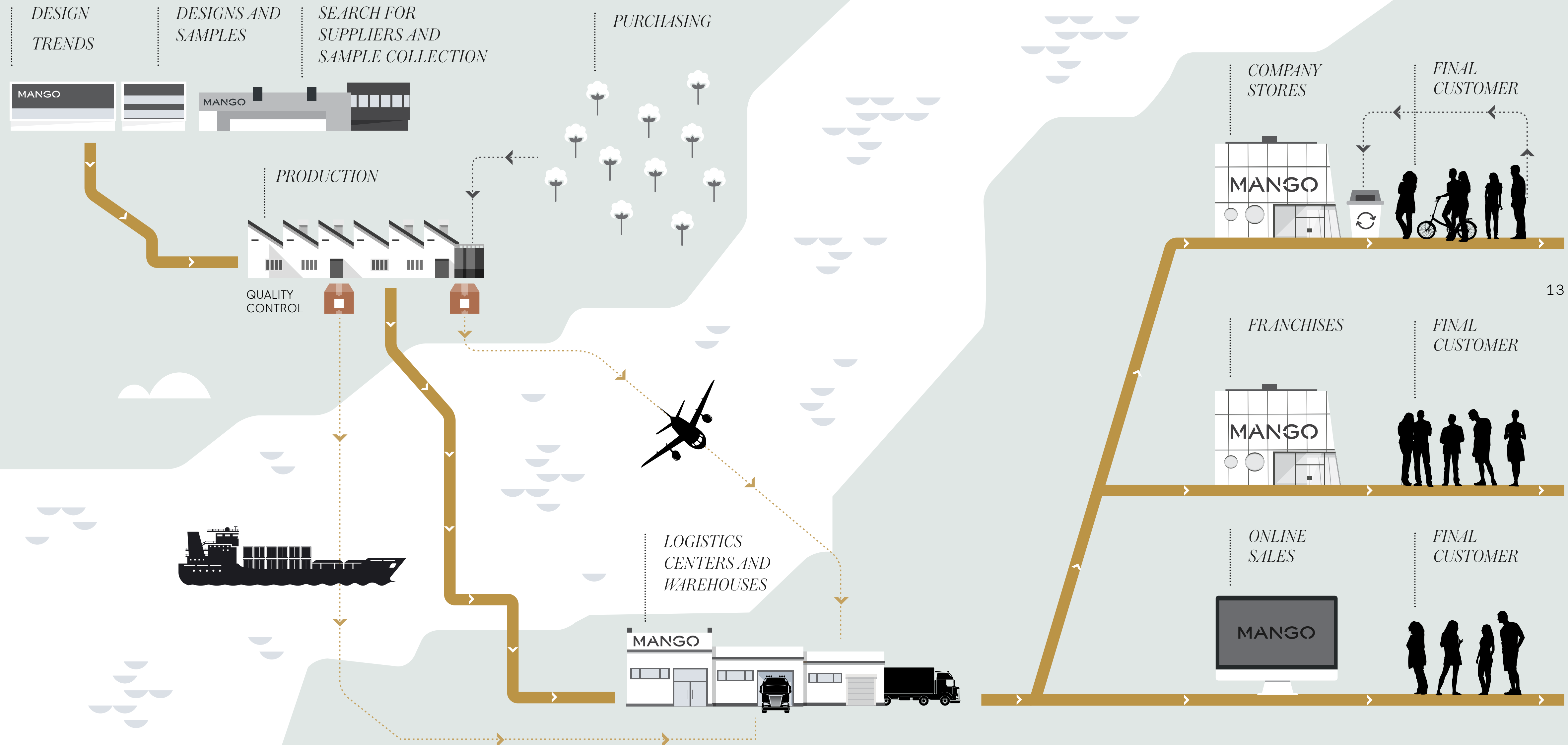
Our aim is to develop and apply these values in all our spheres of influence, both internal and external.

Last year 2020, we renewed the company's values which reflect our Mediterranean essence, how we would like to function as a community, what attitudes we value the most and integrating them into our internal procedures and in our relationship with our external collaborators. These 5 values are: Care, Commitment, Entrepreneurial mindset, Authenticity, and Cultural curiosity.

All collaborators have been able to participate in the creation and definition of the behaviors associated with each value with interactive activities and focus groups. We received more than 12,000 behavioural proposals from collaborators from all over the world, and we are working on them. The goal of this work is to be reflected in all the processes of the life cycle of a collaborator: from prospection, through selection, evaluation, and performance.



Our value chain





02

About the report and Materiality Matrix

P. 15 | 2. 1 SCOPE

P. 17 | 2. 2 OUR CSR

P. 20 | 2. 3 STAKEHOLDERS AND MATERIALITY MATRIX

Scope

The period covered in this report corresponds to the year 2020, closed on the 30th of December of 2020. The information corresponds to the consolidated group MANGO formed by MANGO MNG HOLDING, S.A.U. and subsidiary companies.

In the "Economic Information" chapter, a table is included detailing all the companies that make up the consolidation perimeter of the 2020 Sustainability Report. At the end of the document, an Annex is included as well as some figures on People at a consolidated level for the whole Group that is required by Law 11/2018 and that do not appear in the "Social Aspects and People" section of the present report.

This report is the result of the combined efforts of a large number of professionals from various areas of the company and responds to Law 11/2018 on non-financial information and diversity. It follows the guidelines of the Sustainability Reporting Guidelines of the Global Reporting Initiative GRI Standards, according to the option "In accordance Core". It also responds to the principles of the United Nations Global Compact and indicates the Sustainable Development Goals to which we contribute with the actions described.

To offer greater consistency and credibility, the content of the report will be reviewed by the team of analysts from the Spanish Global Compact Network to confirm that the report meets the requirements of the Communication on Progress (COP) Policy of the Global Compact and the criteria to obtain the Advanced Level, the highest reporting classification awarded by the Global Compact.

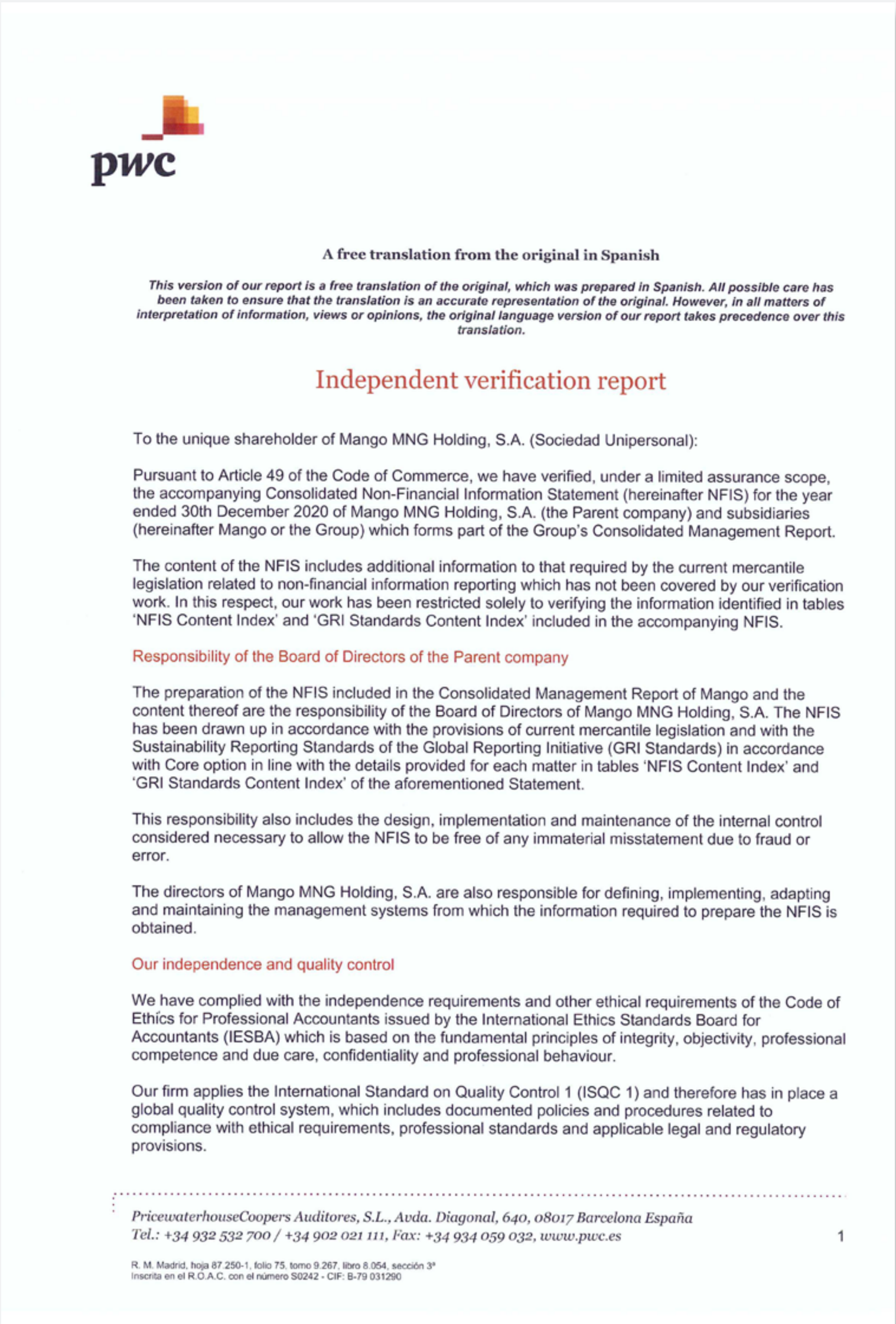
We have adopted the structure set out in Law 11/2018 throughout the different chapters that encompass all our sustainable and environmental policies and actions, our commitment to employees, actions to ensure human rights in our value chain, as well as our commitment to society that marks our path towards a sustainable development of our activity.

All the material aspects of the sustainable performance of our organization are reflected in this report, as well as the indicators established in the aforementioned guidelines and others which have been developed based on the characteristics of the company and the expectations of our stakeholders. In addition, in the final index of this document, the main SDGs related to the actions set out in the report are identified.

PricewaterhouseCoopers Auditores, S.L. has been the external company selected to carry out the verification of the information contained in the report in response to Law 11/2018 on non-financial information and diversity and in accordance with the GRI Standards, according to the "core" option. During the verification, the contents of the report are evaluated through random tests, document inspection and interviews with employees and senior executives as and when deemed necessary.

The date of the last MANGO Sustainability Report / EINF is February 2020.

The verification report can be consulted below:





The engagement team has been formed by professionals specialising in non-financial information reviews and specifically in information on economic, social and environmental performance.

Our responsibility

Our responsibility is to express our conclusions in an independent verification report based on the work carried out. Our work has been carried out in accordance with the requirements laid down in the current International Standard on Assurance Engagements 3000 Revised, 'Assurance Engagements Other than Audits or Reviews of Historical Financial Information' (ISAE 3000 Revised) issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and with the Guidelines for verification engagements on non-financial information statement issued by the Spanish Institute of Auditors ('Instituto de Censores Jurados de Cuentas de España').

In a limited assurance engagement, the procedures performed vary in terms of their nature and timing of execution, and are less extensive, than those carried out in a reasonable assurance engagement. Accordingly, the assurance obtained is substantially lower.

Our work has consisted of posing questions to management and several units of Mango that were involved in the preparation of the NFIS, in the review of the processes for compiling and validating the information presented in the NFIS, and in the application of certain analytical procedures and review sampling tests, as described below:

- Meetings with the Mango's personnel to ascertain the business model, policies and management approaches applied, the main risks related to these matters and to obtain the information required for the external review.
- Analysis of the scope, relevance and integrity of the contents included in the NFIS for 2020, based on the materiality analysis carried by Mango and described in section 'Stakeholders and Materiality Matrix', considering the content required under current mercantile legislation.
- Analysis of the procedures used to compile and validate the information presented in the NFIS for 2020.
- Review of information concerning risks, policies and management approaches applied in relation to material issues presented in the NFIS for 2020.
- Verification, through sample testing, of the information relating to the content of the NFIS for 2020 and its adequate compilation using data supplied by the Group's sources of information.
- Obtainment of a management representation letter from the directors and the management of the Parent company.



Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the NFIS for 2020 of Mango for the year ended 30th December 2020 has not been prepared, in all its significant aspects, in accordance with the provisions of current mercantile legislation and the GRI Standards in accordance with Core option in line with the details provided for each matter in tables 'NFIS Content Index' and 'GRI Standards Content Index' of the aforementioned Statement.

Use and distribution

This report has been drawn up in response to the requirement laid down in current Spanish mercantile legislation and therefore might not be suitable for other purposes or jurisdictions.

PricewaterhouseCoopers Auditores, S.L.

PRICEWATERHOUSECOOPERS AUDITORES, S.L.

Original in Spanish signed by
Margarita de Rosselló Carril

March 4th, 2021

Our CSR

Each and every one of MANGO's employees implement CSR actions promoted in a cross-departmental manner by the corporate social responsibility department, in close collaboration with key departments and through external alliances.

This way of understanding the business extends throughout our value chain and takes the form of a responsible management model based on the search for shared value with our stakeholder groups.

In 2020, the new CSR Plan 2021 was approved as an extension of the CSR Plan 2019, which basically sets out the roadmap in relation to the company's sustainability and our commitment to the supply chain. In this new plan, ambitious projects and objectives are established in line with the pillars of the Fashion Pact as well as other initiatives we have joined, in order to be able to further advance the common objectives established, as a company but also as part of the textile industry.

Our sustainability model is continues in line with The United Nations Sustainable Development Goals. For this reason, we have integrated those objectives that are more related and achievable for our type of activity, with the desire to contribute to facing the major economic, social, and environmental challenges.

To ensure that we are considering aspects that are relevant to our activity, we are working on the management of risks, and opportunities. This allows us to focus on priority issues while adopting an overall approach to managing our strategy.

Guaranteeing ethical and responsible conduct within the organization is a key issue for MANGO. With this aim, the various management bodies continually evaluate the risks derived from various aspects of sustainability with an impact on MANGO's activity adopting all the necessary measures for their monitoring and control, which it does in permanent dialogue with the CSR department. The Internal Control and Risks department and the governing bodies also evaluate possible risks related to corruption taking the necessary measures to ensure that such situations do not arise. This department has preventive and reactive controls, in order to assess the situation and be able to implement control measures in areas that it deems appropriate.

The company has a method of working that detects non-financial risks both in terms of criminal compliance and regulatory compliance, as well as in matters of human rights, good business practices, and, in general, good corporate governance. Among them, the risks of corruption, bribery, fraud, money laundering, crimes against public bodies, and crimes against natural resources and the environment stand out.





Our CSR

CODE OF ETHICS AND RESPONSIBLE CONDUCT

All of our commitments, as well as MANGO's values, are set out in MANGO's Code of Ethics and Responsible Conduct and are contained in the business strategy, including the objectives and action plans, in order to ensure the profitability and sustainability of the business over time. This document contains all the necessary resources to act and make the correct decisions at all times, following the principles and values that we must keep in mind in all of our business activity.

It describes the principles of responsible business in terms of:

01 LABOUR CONDITIONS

02 HEALTH AND SAFETY

03 EQUAL OPPORTUNITIES

04 PROFESSIONAL DEVELOPMENT

05 RELATIONSHIPS WITH THIRD PARTIES

06 FAIR COMPETITION

07 INTELLECTUAL AND INDUSTRIAL PROPERTY

08 RESPECT FOR LEGAL POLICIES AND LEGISLATION

09 DATA PROTECTION AND PRIVACY

10 ENVIRONMENT AND SUSTAINABILITY

11 FINANCIAL AND FISCAL RESPONSIBILITY

In this code, the process to be followed in the event of a breach of any area that is detailed in the Code of Ethics itself is also stated.

Transparency is the basis of our actions and of our professional relationships. All MANGO group employees and collaborators are committed to maintaining and demonstrating ethical, transparent, and honest conduct.

For this reason, in the event of any situation involving unethical behaviour or non-compliance with the aforementioned code, there is a communication channel for the correct handling of any complaints, doubts or comments that may arise. In the event of a breach, the incident is managed with the affected area, and if necessary, we collaborate with the Legal area.

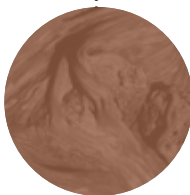
In 2020, 6 inquiries were received (in 2019: 5), related to internal policies, professional development, and ethical behaviors. All of them were managed and resolved with the collaboration of the corresponding departments.

The Code of Ethics is available to all employees of the organization, external collaborators, and business partners, and can be found on the company website.



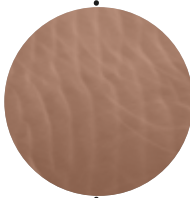
Our CSR

OUR RESPONSIBILITY AND ALLIANCES



2001

Agreement with the Aitex Textile Technology institute which guarantees that our garments and accessories do not contain substances that can be harmful to health.

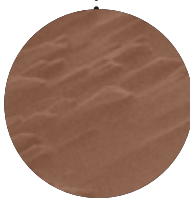


2002

Creation of the Corporate Social Responsibility department.

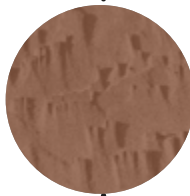
Drafting of the MANGO code of ethics and the Code of Conduct for suppliers.

Start of internal and external verification audits to ensure compliance with the Code of Conduct for suppliers.



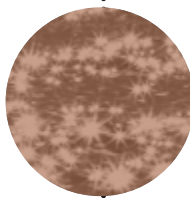
2005

Publication of the first MANGO sustainability Report prepared according to the Global Reporting Initiative (GRI) guidelines.



2008

Cooperation agreement with the Foundation for adoption, sponsorship and defence of animals (FAASA), part of the Fur Free Alliance International coalition (FFA).



2006

Collaboration agreement with the Comisiones Obreros trade union (CC.OO.), specifically with the Textile and Chemical Federation (FITEQA), in aspects such as the structure and content of Our Sustainability Report, and on the monitoring and auditing of the factories we work with.

Creation of the MANGO Chair in Corporate Social Responsibility with the Higher School of International Trade (ESCI) of the Pompeu Fabra University of Barcelona.

<http://MANGO.esci.upf.edu/>



2011

Signing up to the Voluntary Agreements initiative for the reduction of greenhouse gas emissions (GGE), promoted by the Catalan Office of Change Climate Change (OCCC) For companies who seek a voluntary agreement to reduce their greenhouse gas emissions beyond the statutory requirements.



2012

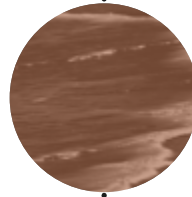
Sign up to the Detox initiative promoted by Greenpeace to achieve zero dumping of chemical products throughout the supply chain by 2020.



2013

The signing of the Accord on Fire and Building safety in Bangladesh, in order to improve the safety conditions of workers in clothing factories in this country.

bangladeshaccord.org/



2017

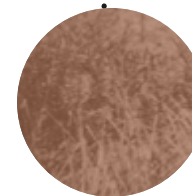
Signing up to amfori Trade in order to strengthen our responsibility and social and environmental compliance commitment in the supply chain.

Carles Ferrer Salat Award in the Environment category, awarded by Foment i Treball.



2015

Launch of a pilot project with Koopera for the recycling of clothing in shops: a collection second hand clothing and footwear to contribute to closing the loop.



2014

Sign-up to the Respon.cat company initiative for the development of social responsibility in Catalonia as members of the Motor Group.

www.respon.cat



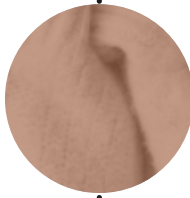
2018

Signing up to various initiatives: SEDEX, BCI.

A pioneering international agreement with the Industry trade union (CC.OO) to work together on specific actions in the supply chain.

X Anniversary of our collaboration with the CARES foundation in E-Commerce logistics.

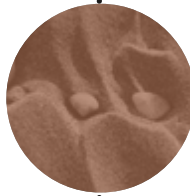
Founder member of the Social Forum of the Spanish Fashion Industry



2019

Joining the Transition Accord of Bangladesh.

Adherence to the Fashion Pact.



2020

Membership of the Sustainable Apparel Coalition (SAC).

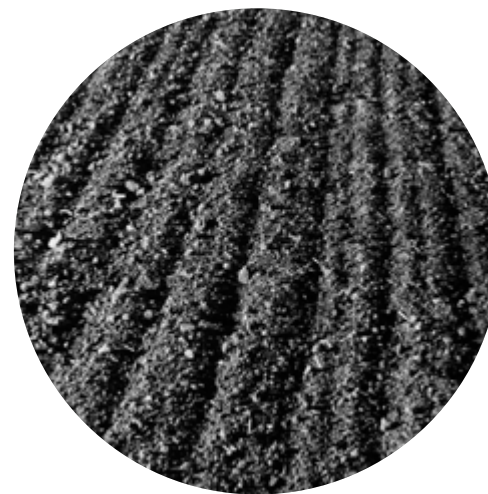
Publication of the list of Tier 1 factories according to the Transparency Pledge standard.

Start of the project to eliminate plastic bags used for packaging products throughout the MANGO supply chain.

Signing of United Nations Fashion Industry Charter for Climate Action.

Stakeholders and Material Aspects Matrix

INTEREST GROUPS



CUSTOMERS

They are our raison d'être and their satisfaction is our primary goal.

For this reason Mango offers them a quality product with a good design at an affordable price in stores designed to offer a good shopping experience.

We continue working to satisfy their needs and offer products in accordance with the tastes and fashion trends in all the markets in which MANGO is present.

Now more than ever before, we want to encourage communication with our customers to be aware of their needs, expectations and concerns.

EMPLOYEES

They represent the basis of our company which is made up of a team of first-rate, motivated and competitive professionals who are able to adapt to new situations.

The promotion of talent and training, favoring an environment of constant dialogue are key to maintaining a workforce who are eager to grow both personally and professionally within the company.

FRANCHISEES

MANGO puts at their disposal a complete team that offers a comprehensive service: from selecting the premises and training the personnel, to start-up and store opening and subsequent management consultancy and support.

The relationship with the franchisees takes the form of constant dialogue through the different channels.

MANGO has grown alongside its franchises to become one of the most internationally recognised franchise companies internationally.

SUPPLIERS

Responsible management of the chain together with the participation of certain stakeholders groups contributes to transparency and continuous improvement in this aspect.

Training and continually supporting the different teams are key for the correct management of the chain, guaranteeing a high quality and socially responsible product.

SOCIETY AND OTHER SOCIAL AGENTS

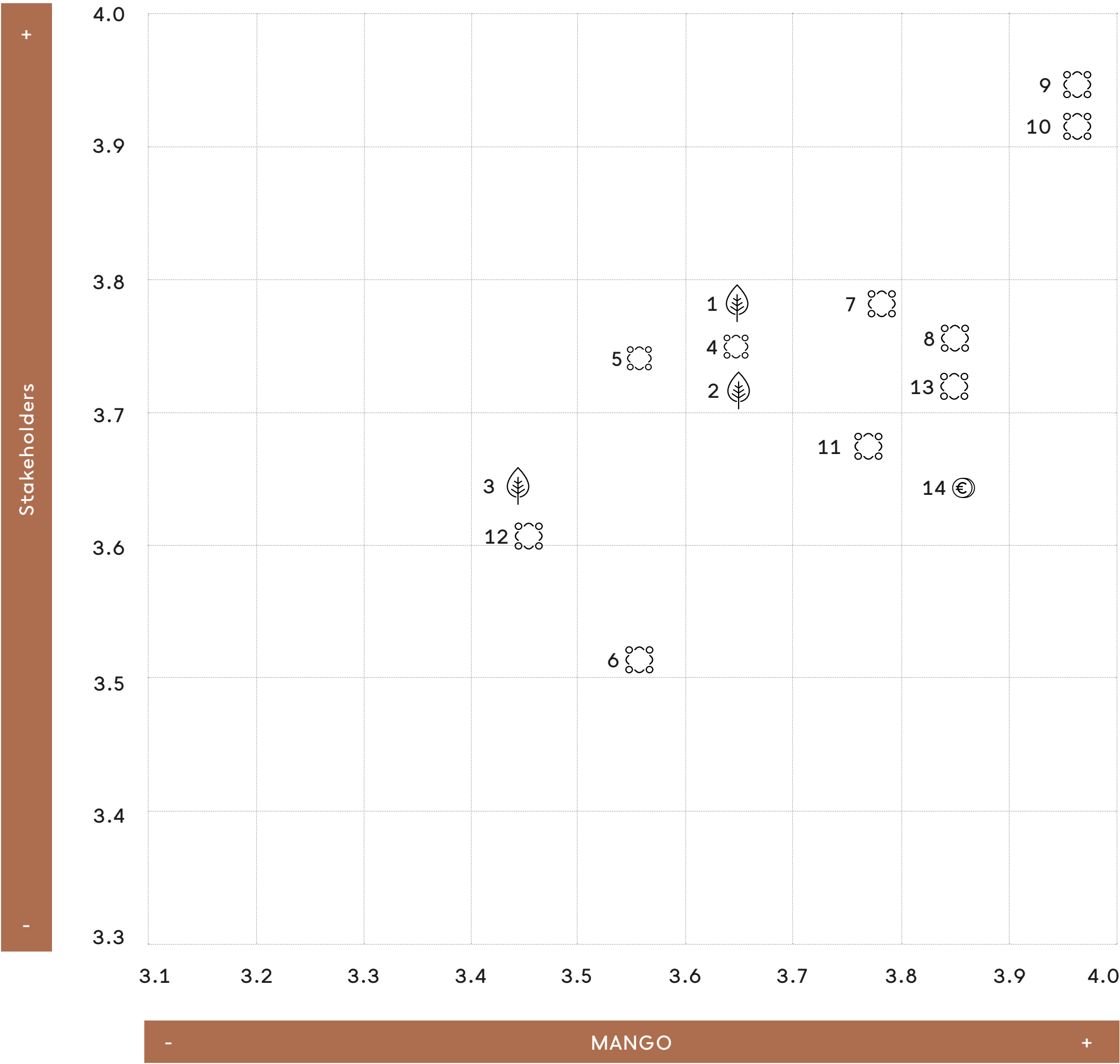
Our relationship with society is based on a committed collaboration with all social groups, maintaining an open dialogue through regular contact.

Our collaboration with the academic and business world, the public sector, the third sector, etc. and our participation in development cooperation and assistance projects help us continue making progress in all of these aspects.



Stakeholders and Materiality Aspects Matrix

MATERIALITY ASPECTS MATRIX



ENVIRONMENTAL PERFORMANCE		MANGO	STAKEHOLDERS ¹
🌿 1	Emissions	3.64	3.77
🌿 2	Environmental compliance	3.64	3.70
🌿 3	Materials	3.43	3.63

SOCIAL AND LABOUR PERFORMANCE		MANGO	STAKEHOLDERS ¹
⚙️ 4	Employment / Occupation	3.64	3.72
⚙️ 5	Health and safety at work	3.50	3.74
⚙️ 6	Training and teaching	3.57	3.50
⚙️ 7	Diversity and equal opportunities	3.79	3.79
⚙️ 8	Non-discrimination	3.86	3.78
⚙️ 9	Child labour	3.93	3.92
⚙️ 10	Obligatory labour	3.93	3.92
⚙️ 11	Auditing of human rights	3.79	3.67
⚙️ 12	Social auditing of suppliers	3.43	3.60
⚙️ 13	Health and Safety of customers	3.86	3.74

ECONOMIC AND GOOD GOVERNANCE ISSUES		MANGO	STAKEHOLDERS ¹
💶 14	Anti-corruption	3.86	3.62

¹Average calculated based on the weighting percentages of the Stakeholders.

Stakeholders and Materiality Matrix

Material aspects are the result of evaluating the demands and expectations of the organization's stakeholders. It is a key concept, not only for reporting but for managing sustainability in an organization.

To prepare a sustainability report according to the GRI Standards, it is necessary to apply the principle of materiality and the principle of stakeholder inclusion. The principle of materiality establishes that the report must address issues that reflect the significant economic, environmental, and social impacts of the organization, and that substantially influence the assessments and decisions of the stakeholders. In other words, the principle of materiality determines which are the topics and their respective indicators that the report must include and on which the company should focus for its management and information. The principle of stakeholder inclusion establishes that the reporting organization must identify its stakeholders and explain how it has responded to their expectations and interests. The materiality analysis makes it possible to fulfill both principles.

This report presents the results obtained from the analysis of material aspects.

The methodology and the actions developed are aligned with the GRI Standards and the AA1000 APS 2998 and AA1000SES 2015 standards.

Process:

1. Online survey of stakeholders:

The online survey was sent to the following stakeholder groups: employees, customers, suppliers and subcontracted companies, and the management team.

For the Stakeholders of franchisees and other social agents, it has been based on the results obtained in the previous analysis of material aspects.

For the statistical analysis, the responses have been weighted according to stakeholder group to give a more coherent overview of MANGO's situation. Therefore the weighting of each group is determined by the influence that the group exercises on MANGO's economic, social and environmental performance, and the level at which it is affected by the organization's performance.

2. Identification, Prioritization, and Validation of the results.

Given the special nature of the events that occurred throughout 2020 and in view of the changes that are presumably going to take place within the industry and the textile sector, in particular, a new matrix will be drawn up in the middle of next year, which is when a more stable situation will allow us to establish new material aspects to inform the company's business strategy. Thus, in this report, we have used the material aspects that we established in the previous report.

Stakeholders and Materiality Matrix

01. Identification

In this phase, potentially relevant economic, social, environmental, ethical, and corporate governance issues related to the positive and negative impacts of MANGO's value chain from a sustainability perspective have been identified.

The tools and sources of internal and external information used to identify the issues are:

INFORMATION SOURCES *EXTERNAL*

GRI Standards of the Global Reporting Initiative.

Sustainability Topics for Sectors: What do stakeholders want to know from the Global Reporting Initiative.

Sustainability - what matters? Governance & Accountability Institute, INC.

Sustainability Accounting Standards Board. Materiality Map.

Robeco Sam: The Sustainability Yearbook 2019.

Benchmarking study of other companies in the sector.

INFORMATION SOURCES *INTERNAL*

Results of the previous materiality analysis.



Stakeholders and Materiality Matrix

02. Prioritization

In this phase, the material aspects have been selected to be included in the sustainability report. Potentially relevant issues that were identified in the previous phase have been prioritized and split into two levels.

INTERNAL PERSPECTIVE

(INFLUENTIAL PEOPLE IN MANGO'S DECISION-MAKING)

EXTERNAL PERSPECTIVE

(INTEREST GROUPS)

In order to make the participation of the Stakeholders effective, a survey was carried out with the aim of ascertaining the degree of priority that the different groups place on the issues that were identified as potentially relevant to the organization.



Stakeholders and Materiality Matrix

03. Validation

In this phase, all previously identified material issues were evaluated in accordance with the principle of exhaustiveness:

To ensure that materiality reflects MANGO's performance in the realm of sustainability in an objective way, taking into account positive as well as negative impacts. The results obtained were analysed in detail and the following were considered material categories.

- › Reduction and reasonable use of chemicals is included in the category of "Health and safety of customers" (29), which is a material issue for the company.
- › In the material issue "Emissions", quantitative information regarding energy consumption will also be reported, also responding to the content required by law.
- › Beyond the material issues, qualitative information will be given on products'water footprint, on animal welfare, and on local communities (Social Action and CSR Chair).
- › In relation to economic performance, the economic figures will be reported to respond to the GRI 102-7 indicator on the size of the organisation, but not the specific GRI indicators in this field.





03

The sustainability model

26

P. 28 |
3.1 ENVIRONMENTAL
ISSUES

P. 61 |
3.2 SOCIAL ISSUES
AND PEOPLE

P. 83 |
3.3 HUMAN RIGHTS AND
THE SUPPLY CHAIN

P. 99 |
3.4 SOCIETY

Today's world is in the process of moving towards more transparent, sustainable and responsible business models, and MANGO is too.

We will use this transition as an opportunity to adapt to a more sustainable business model across all the company's areas of influence. Working towards this goal and becoming a "Committed" business is part of our company philosophy.

Environmental issues

MANGO is aware of climatic risks and environmental impacts linked to its business and product and recognizes the importance of taking risks into account in the short, medium and long term in all countries where it has activity. Consequently, MANGO works to incorporate these aspects into the company's sustainability projects and strategy.

MANGO has an internal environmental management system that centralizes the management of environmental and sustainability issues through the Corporate Social Responsibility (CSR) department. The CSR department acts as the coordinating axis of these issues by working with the relevant departments to ensure coordination and collaboration throughout the company. MANGO has a team of seven people who work to monitor and evaluate the company's sustainability objectives and the implementation of the corresponding projects. This team is also in charge of identifying and managing the environmental risks linked with the company's activity throughout the value chain. Environmental risks are identified using the company's performance and sustainability indicators, traceability projects throughout the value chain and participation in coalitions and joint initiatives to promote sustainability in the textile industry.



Environmental issues

SUSTAINABILITY POLICY

MANGO's Sustainability Policy establishes a series of commitments that constitute the framework for action in this area of the organization. This policy is mandatory for all MANGO headquarters and employees, who consequently undertake to be guided by its principles and always act within its framework. This policy is available on the company's public website.



The commitments to environmental action and sustainability include the following points:



Compliance with legislation.



Promote sustainable development projects in all areas of activity of the company (materials, production processes, eco-efficiency in facilities, emissions, etc.).



Establish evaluation procedures and environmental performance indicators.



Maintain channels of communication and collaboration with all stakeholders and can communicate the practices and results of the company's sustainability projects with clarity both internally and externally.



Environmental issues

TOWARDS THE TRANSFORMATION OF THE TEXTILE INDUSTRY

MOVING FORWARD WITH THE FASHION PACT

In October 2019 MANGO reaffirmed its commitment to the environment and sustainability by joining the Fashion Pact. The Fashion Pact is the first major global movement in the fashion industry to join forces and work together to tackle climate change and to pave a path to a more sustainable textile industry. The coalition, which includes more than 60 companies from the textile industry, aims to work collectively to minimize the environmental impact of the textile and fashion industry. The Covid-19 pandemic has reinforced the evidence that collective action is more important than ever.

The Fashion Pact focuses on three pillars: Climate, Biodiversity and Oceans. These three pillars are integrated into the 4 pillars of the Strategic CSR and Sustainability Plan for 2021. In this way, MANGO aligns the short-term objectives of the Strategic CSR and Sustainability Plan with the long-term objectives of the textile industry set by the Fashion Pact.

In this first year of the Fashion Pact, the knowledge bases and frameworks for the three pillars have been established and, consequently, objectives have been set with tangible KPIs to follow the progress of this major coalition.

Biodiversity has been identified as a critical pillar we will prioritise. To progress in this area, forums and webinars were organized with signatories and leading experts on biodiversity issues to create a common knowledge base to be shared among all members.

PILLARS OF THE FASHION PACT

CLIMATE

Implement science-based targets (SBTi) to achieve net zero emissions by 2050 in line with the principles of the UN Fashion Charter for Climate Action, prioritize raw materials with low environmental impact, and achieve 100% renewable energy in own operations by 2030.

BIODIVERSITY

Develop and implement science-based strategies and objectives (SBTi) for nature, to set individual biodiversity plans that protect ecosystems and support sustainable forest management and zero deforestation.

OCEANS

Reduce the negative impact that the fashion industry has on oceans by reducing all unnecessary plastic packaging with the final goal of eliminating single-use plastics by 2030.



Environmental issues

**COMMITTED TO THE FASHION INDUSTRY CHARTER
FOR CLIMATE ACTION OF THE UNITED NATIONS**

In line with the commitments made by the Fashion Pact, in October 2020 MANGO signed United Nations Fashion Industry Charter for Climate Action, which concentrates 16 principles to jointly advance to reduce the impact of this industry on climate change. These principles focused on the fight against climate change, include objectives such as reducing GHG emissions by 30% by 2030 or prioritizing the use of materials with low environmental impact.



Environmental issues

OUR ROADMAP TO A MORE SUSTAINABLE COMPANY WITH LESS ENVIRONMENTAL IMPACT

In 2019, MANGO revised its strategic CSR and Sustainability Plan by fully integrating sustainability into the company strategy in order to keep up with the current rate of sustainable transition that we are experiencing.

This short-term plan, from 2020-2021, sets the roadmap and guidelines for us to strengthen sustainability criteria across the entire company. Despite the setbacks in 2020 due to the global Covid-19 pandemic, sustainability has continued to be prioritised as a strategic pillar of the business and an expansion has been initiated towards a more ambitious plan. With the projects and actions outlined in this new plan, MANGO puts into practice the precautionary principle by taking concrete measures to control the environmental impact of its activity.

With this latest expansion, the 2021 CSR Sustainability Plan has focused on 4 pillars. These blocks are transversal and apply to all aspects of the company’s activity from the design and production of garments, to their logistics and their sales channels both in physical stores and online. Each block consists of a general objective and a series of projects and initiatives to advance towards said objective:

SUSTAINABILITY PLAN 2021

PILLAR 1

SUSTAINABLE COLLECTION

OBJECTIVE

Reduce the environmental impact of the MANGO collection from the design of garments to the selection of materials and their production processes.

PILLAR 2

CLIMATE AND BIODIVERSITY

OBJECTIVE

Reduce our impact on the environment including our carbon footprint, eliminate the use of plastic as much as possible and contribute to the protection of ecosystems and their biodiversity.

PILLAR 3

CIRCULAR ECONOMY

OBJECTIVE

Introduce circular design criteria in the MANGO collection and optimize the life cycle of all our materials/waste.

PILLAR 4

TRACEABILITY AND TRANSPARENCY

Work towards the traceability of our production chain including the use of materials and communicate our impact clearly and transparently.



Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

PILLAR 1 SUSTAINABLE COLLECTION

We work garment by garment, towards a more responsible and sustainable future of fashion, promoting in our collection the use of more environmentally friendly fibres and production processes. The company's goal is to increase the proportion of sustainable fibres in all its collections and lines.

In line with this commitment, MANGO has 3 targets for sustainable fibres that focus on the fibres most frequently used in its collections : cotton, polyester, and cellulosic fibres (viscose, lyocell, etc.).

FIBER OBJECTIVES

100%

SUSTAINABLE COTTON
BEFORE 2025

50%

RECYCLED POLYESTER
BEFORE 2025

100%

*CELLULOSIC FIBRES OF
CONTROLLED ORIGIN*
BEFORE 2030





Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

SUSTAINABLE COTTON

OBJECTIVE

100%

SUSTAINABLE COTTON
BEFORE 2025

2019

20%

SUSTAINABLE
COTTON

2020

64%

SUSTAINABLE
COTTON

Sustainable cotton includes the use of organic cotton, recycled cotton, and BCI (Better Cotton Initiative).

By the end of 2020, 64% of MANGO garments with the main cotton composition come from sustainably sourced sources. This includes the use of organic cotton, recycled cotton, and support for BCI. This means meeting forecasts and tripling the data compared to 2019.

In line with this objective, MANGO has been part of the BCI since 2018 to strengthen its commitment to support the cultivation of sustainable cotton at a global level. By joining this initiative, MANGO is committed to supporting good practices within the cotton sector and promoting the acquisition of more sustainably grown cotton.

As a member of BCI, since 2018, MANGO has supported the reduction of the environmental impact of the cultivation of this fiber and contributes to a business model that promotes the use of fibres of sustainable origin.

ORIGINS OF BCI COTTON

As a member of BCI, in 2020, MANGO supported the cultivation of BCI cotton through more than 5,200 tons of BCI cotton.

The main countries where BCI cotton credits come from are Pakistan, Turkey, and China. In proximity, cotton from Spain and Portugal stands out.

ORGANIC COTTON

Cotton is grown more sustainably without the use of chemicals and without genetically modified seeds.

RECYCLED COTTON

Cotton that comes from pre- and post- consumer fabrics has been reprocessed to become raw material again. Recycled fibres reduce pressure on natural resources (such as raw materials or water) and promote the transition to a circular economy.

BCI COTTON

BCI cotton cultivation minimizes the negative impacts of cotton cultivation by controlling the use of fertilizers and pesticides, taking care of the use of water, and controlling the quality of the land. In addition, it improves the working conditions of your employees and increases the yield of crops.

Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

RECYCLED POLYESTER

OBJECTIVE

50%

RECYCLED POLYESTER
BEFORE 2025

MANGO is committed to increasing the use of recycled polyester. In this way, the pressure on non-renewable resources is reduced, we reduce the risk of contamination by microplastics of synthetic fibres and at the same time, we contribute towards a circular economy by reducing textile waste.

In 2020, 19% of the polyester in the main fabric of MANGO garments was recycled polyester. In this way, MANGO exponentially increased the use of recycled polyester compared to 2019.

2019

3%

RECYCLED
POLYESTER

2020

19%

RECYCLED
POLYESTER



Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

CELLULOSE FIBRES

OBJECTIVE

100%

*CELLULOSE FIBRES
OF CONTROLLED ORIGIN*
BEFORE 2030

MANGO recognizes the importance of ensuring the traceability of the origin of cellulosic fibres (viscose, lyocell, modal, etc.) that are used in all its collections. MANGO has started working together with its suppliers to ensure that these fibres do not contribute to deforestation or illegal logging.

In 2018, MANGO took its first step towards controlling the origin of its cellulose fibres, such as lyocell, modal, or viscose, signing an agreement to collaborate with LENZING. LENZING cellulosic fibres such as Tencel [™] lyocell o Lenzing EcoVero [™] come from wood from sustainably managed forests and their production processes are more environmentally friendly than conventional production processes for these fibres.

In 2020, 13% of the cellulosic fibres in MANGO's main fabric were of controlled origin through traceability certificates such as FSC (Forest Stewardship Council) or registered trademarks such as LENZING. The use of cellulosic fibres of controlled origin almost doubled in 2020.

2019

7%

*CELLULOSE
FIBRES OF
CONTROLLED
ORIGIN*

2020

13%

*CELLULOSE
FIBRES OF
CONTROLLED
ORIGIN*



Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

MATERIALS FROM THE MANGO COLLECTION

2020

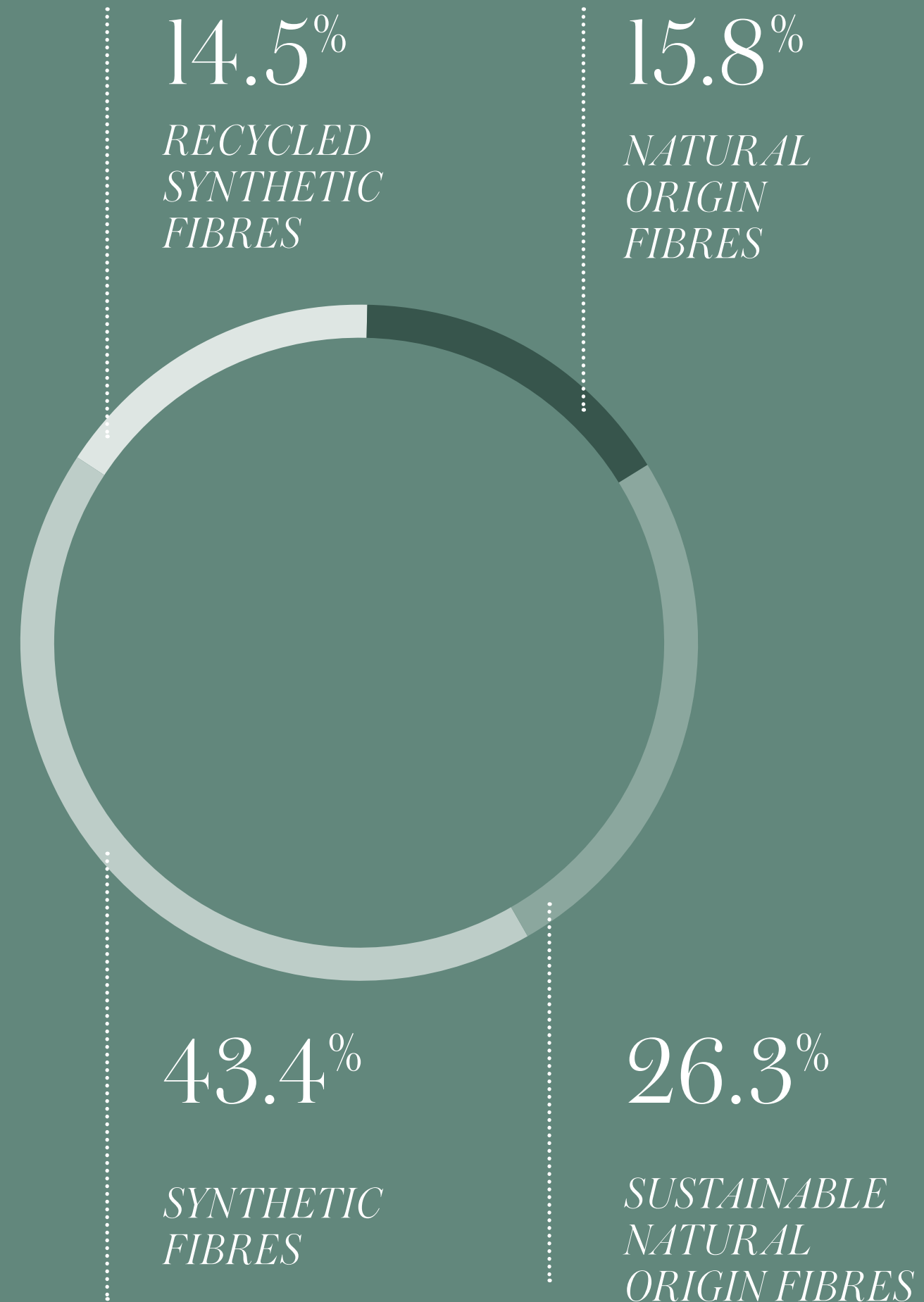
38,754 t

*OF MATERIALS USED**

(2019: 39,591 t)

* Fabrics, trimmings, shoe materials, metals, etc. of all MANGO collections and lines.

NATURAL FIBRES VS. SYNTHETICS





Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

COMMITTED HANDLE

The launch of the first MANGO Committed fashion collection in 2017 represented MANGO's first step towards more sustainable fashion and reducing the environmental impact of our collection.

What began as campaign capsule collections has become a global criterion in the general collection with the aim of gradually increasing the presence of all types of sustainable fibres in all its lines.

WHAT IS CLASSIFIED AS A COMMITTED GARMENT?

All MANGO garments produced with the minimum number of GRS characteristics characteristics GRS (Global Recycled Standard) and RCS (Recycled Content Standard).

For a garment to be labeled as Committed, at least one of the following two options must be met:

01 It contains a minimum of 30% of fibres with a lower environmental impact in its main fabric. The sustainable fiber content is certified according to international standards.

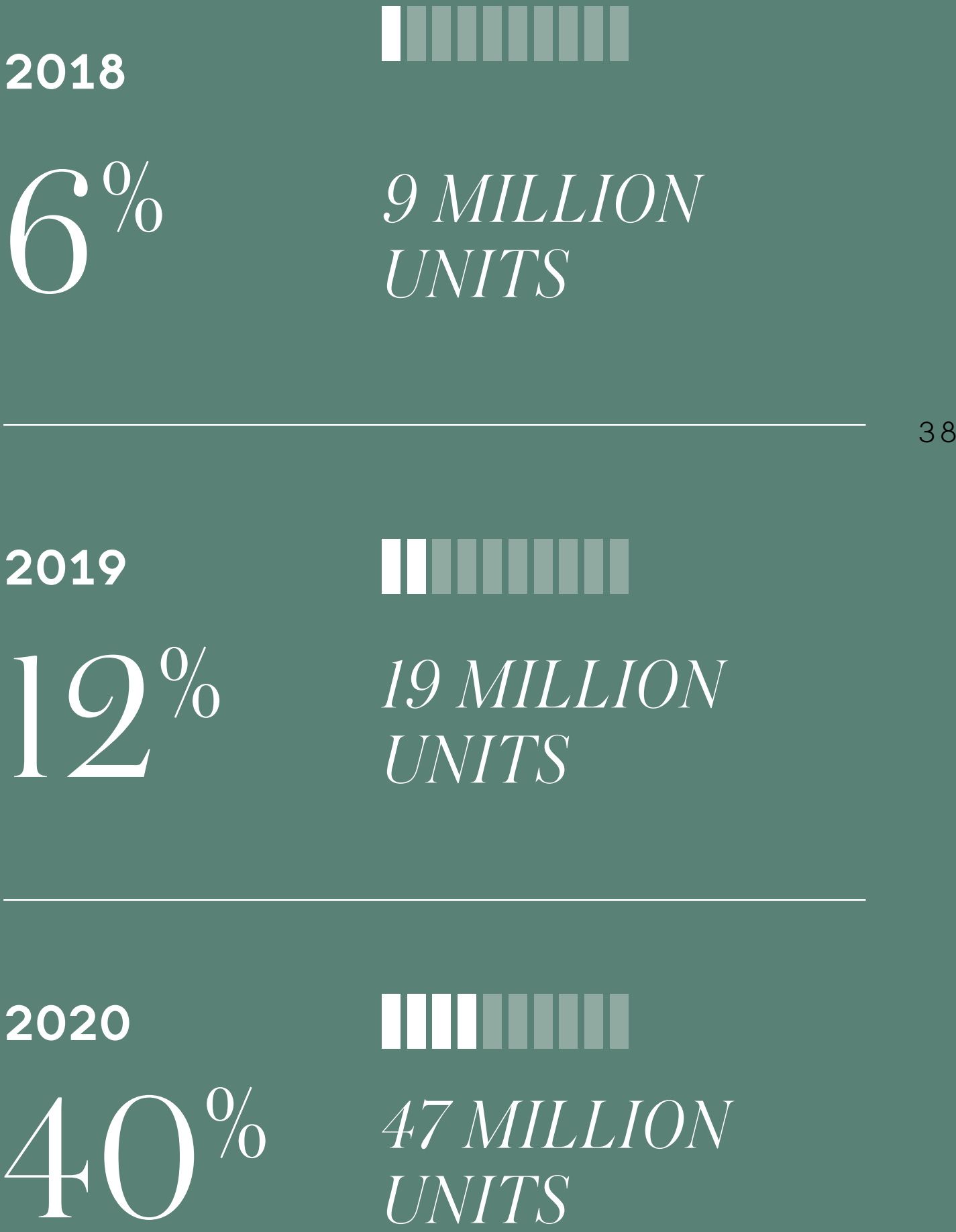
02 It has been produced with production processes with less environmental impact within one of the following categories, reporting water savings, emissions/energy savings, or reduction in the use of chemical substances.

The garments labeled as Committed include materials with lower environmental impact such as organic cotton, recycled cotton, BCI sustainably produced cotton, recycled polyester, recycled wool, or TENCEL™ among others. All the sustainable fibres used in MANGO collections have certifications according to international standards to prove their origin and sustainable characteristics. The most widely used certificates are GOTS (Global Organic Textile Standard), OCS (Organic Content Standard), GRS (Global Recycled Standard) and RCS (Recycled Content Standard).

In 2020 MANGO produced 47 million garments with sustainable characteristics that were labeled Committed. This represents 40% of all MANGO production including all its lines.

*All MANGO garments with sustainable characteristics are labeled under the **COMMITTED** name.*

EVOLUTION OF THE WEIGHT OF THE COMMITTED COLLECTION OVER TOTAL UNITS



Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

MANGO JOINS THE SUSTAINABLE APPAREL COALITION (SAC)

In 2020 MANGO joined the Sustainable Apparel Coalition (SAC). With this new collaboration, MANGO is committed to evaluating the environmental impact of its supply chain using the SAC's set of sustainability measurement tools: the Higg Index.

As a member of the SAC, MANGO joins more than 250 brands, suppliers, government entities, and environmental organizations that are collectively committed to improving the sustainability of the supply chain in the textile industry.

With the implementation and use of the Higg Index tools, MANGO intends to broaden the scope of its sustainable collection and factories in which these garments are produced, to identify more opportunities for improvement and environmental impact reduction. In 2021 MANGO expects to be able to evaluate a minimum of 25% of the production factories in its chain using the Higg Index tools.

Furthermore, the Higg Index tools also provide MANGO with the opportunity to estimate the environmental impact of its garments through the new “Product Module”. With this new tool, MANGO hopes to be able to assess the environmental impact of key families in its collection in order to be able to set targets for reducing environmental impact.





Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

STUDY OF THE WATER FOOTPRINT OF A STANDARD PAIR OF MANGO JEANS

According to the study by the MANGO Chair of CSR, Calculation of the Water Footprint of a pair of jeans, with the collaboration of the UNESCO Chair of Life Cycle and Climate Change in 2017, the production of standard MANGO jeans in Morocco consumes 1.71 m³ (1,700 L) of water taking into account from the cultivation of cotton to the delivery of the jeans to the store.

In 2021 MANGO will resume the study and this time will calculate and contrast the water footprint of conventional jeans with the water footprint of one produced with materials with less environmental impact, such as organic cotton. According to the initial study, the highest water consumption for the production of jeans comes from the cotton cultivation phase to which around 69% of the water footprint is attributed; second, the finishing and washing processes in the production process of jeans are responsible for approximately 21% of their water footprint. The rest of the consumption is generated by the production of the fabric, the cutting, and packaging.

More details on the water footprint study can be found on the MANGO Chair website:



MANGO CHAIR





Environmental issues

PILLAR I: SUSTAINABLE COLLECTION

REDUCING THE IMPACT OF MANGO DENIM

MANGO's Denim team prioritizes the use of sustainable fibres and collaboration with suppliers who offer water-saving production processes in the finishing and washing of denim to reduce the environmental impact of these garments.

In 2020 96% of MANGO's denim collection was labeled Committed. These garments were produced with “EcoWash” finishing and washing techniques and/or with support for sustainable cottons such as BCI cotton, organic cotton, or recycled cotton. With the use of these techniques, MANGO has reduced water consumption by 24% in the finishing and washing processes of denim.

2020

96%

*MANGO
DENIM*
LAELED
AS COMMITTED

↓ 24%

*AVERAGE REDUCTION
OF WATER
CONSUMPTION*
IN THE FINISHING
AND WASHING PROCESSES
OF DENIM

DETOX COMMITMENT

Greenpeace's DETOX initiative aims to challenge the best textile brands to make the necessary changes, along with their suppliers, to eliminate hazardous substances throughout their product supply chain by 2020. MANGO has been committed to this initiative since December 2012.

MANGO will continue to apply the harmful substances standards to its products and will continue to collect water samples from wet processes from within its supply chain.



Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

PILLAR 2

CLIMATE AND BIODIVERSITY

GREENHOUSE GASES EMISSIONS (GHG)

Given MANGO's activity worldwide and awareness of our environmental impact, we annually calculate the company's carbon footprint, including both direct and indirect emissions.

With the aim of aligning our commitment to the environment and climate with international objectives, MANGO joined the Fashion Pact in 2019 which sets out that signatories will commit to reducing green house gas (GHG) emissions by 30% by 2030. In 2020, MANGO also signed the Fashion Charter for Climate Action of the UNFCCC whose aim is to reach zero net emissions by 2050. Both initiatives apply Science-Based Targets (SBTi) to achieve these objectives.

Therefore, as part of these two initiatives, in 2020 MANGO has carried out an exhaustive review of the emissions calculation tool via an external consultancy and in early 2021 it will set GHG emission reduction targets based on the methodology of the greenhouse gas (GHG) protocol and SBTi.

CALCULATION OF THE CARBON FOOTPRINT AND THE SBT INITIATIVE (SCIENCE-BASED TARGETS)

The Science Based Targets Initiative is a joint initiative of the Carbon Disclosure Project, United Nations Global Compact, World Resources Institute and the World Wild Fund -created in 2015-, whose objective is to increase corporate ambition in terms of climate action by changing the conversation around setting reduction targets of GHG emissions in the hope that the private sector will set targets that are consistent with the level of decarbonization outlined by scientific findings to limit warming to less than 1.5 °C / Well below 2 °C as measured against preindustrial temperatures.

A science-based target is therefore a greenhouse gas reduction target aligned with the latest findings in climate science that defines how much and how fast companies must reduce their emissions to ensure they contribute to the global effort to prevent drastic climate change. SBTs provide companies with a clear vision about where they need to be in the future, challenging them to transform their business and to help create a low-carbon economy where they can thrive.

For this reporting year, MANGO has carried out a thorough and audit of its emissions including scope 1, 2 and 3.

SCOPE 1

Direct emissions associated with the activity of the company.

SCOPE 2

Indirect emissions associated with the energy consumption of the company.

SCOPE 3

Indirect emissions over which the company has no control, associated with the production chain.

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

For the calculation of the three scopes, primary data has been used when possible and secondary data (economic) and/or estimates have been chosen whenever necessary in order to calculate the impact of each category. This allows us to choose what to focus on to continue our reduction efforts in the future.

Reputable sources have been used for the selection of emission factors such as IEA for energy, SAC MSI for associated emissions to fabric and garment manufacturing, CEDA 5.0 for the acquisition of goods and services, DEFRA, MITECO, or Ecoinvent.



The Scope 1, 2, and 3 categories relevant to MANGO's activity are the following:

SCOPE 1

SOURCES OF EMISSION

Natural gas, mobile combustion, own fleet of vehicles and refrigerant gases in offices and warehouses and own stores

SCOPE 2

SOURCES OF EMISSION

Electricity consumption in offices, warehouses, and own stores.

SCOPE 3

SOURCES OF EMISSION

- | | |
|--|--|
| Acquisition of goods and services | Employees' home-work-home travel |
| Capital Goods | Assets leased by the organization |
| Activities related to energy production (not included in scope 1 or 2) | Downstream transportation and distribution |
| Upstream transportation and distribution | Use of products sold by the organization |
| Waste generated during operation | Waste derived from products sold by the organization |
| Business trips | Franchises |



Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

GHG EMISSIONS RESULTS (TCO₂E)

It should be noted that, although the total emissions of Scope 3 increases very notably in comparison to previous years, it is due to the increase in the coverage of categories described in the table of Sources and Emission Categories according to the GHG Protocol. Scope 2 emissions have been reduced because the emissions from franchised stores (mainly due to the use of light and air conditioning) have been re-categorized as Scope 3 in order to align ourselves with what is indicated in the GHG Protocol following an operational approach. Due to this, it is not possible to compare the CO₂e emissions data between the years 2019 and 2020.

GHG EMISSIONS 2020 TCO₂E *

	2020
SCOPE 1	2,290
SCOPE 2	31,216
SCOPE 3	1,511,696
TOTAL GHG EMISSIONS	1,545,202

* The 2019 data (Scope 1: 1,650 TCO₂E, Scope 2: 98,414 TCO₂E, Scope 3: 279,203 TCO₂E, 2019 total: 379,267 TCO₂E), is not comparable to those of 2020 due to the increase in the coverage of the categories described according to the new methodology used (GHG Protocol and SBTi).

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

PURCHASE OF RENEWABLE ENERGY

In 2020, 100% of the electrical energy consumed in MANGO's headquarters, warehouses, and company stores in Spain has been renewable energy. This is equivalent to about 62,780 MWh with renewable energy guarantees of origin.

Furthermore, in 2020, the consumption of most of the United Kingdom's company stores also had a certificate to guarantee renewable origin. In 2020, the electricity consumption of company stores in the United Kingdom represents approximately 2,377 MWh of electricity with renewable energy guarantees of origin.

In addition, the purchase of green energy has been made for 2021 in the European countries where MANGO has the largest number of stores and/or the largest volume of energy consumption. In this way, more than 90 GWh (90,000 MWh) of green energy have been purchased for 2021 in more than a dozen countries.

CARBON OFFSETTING

Since 2009, we have offset the emissions generated in our offices and those derived from employee transport. We choose offsetting projects close to our production areas in order to stimulate sustainable development in our areas of influence.

The latest offset emissions correspond to the 2019 carbon footprint calculation carried out in 2020. A total amount of 17,0449.63 tCO₂e were offset by collaborating in the project described below:

17,450
TCO₂E
COMPENSATED EMISSIONS
(2019: 20,990)

100%
*RENEWABLE
ELECTRICAL
ENERGY*

HEADQUARTERS, WAREHOUSES,
AND COMPANY STORES SPAIN

HYDROELECTRIC STATIONS IN SARIGÜZEL, TURKEY

This project consists of two hydroelectric plants located in Sarigüzel, in the province of Kahramanmaraş, Turkey. These plants have a total capacity of 102.54 MW. Thanks to these renewable energy plants, the reduction of 185,811 tCO₂e that would have been emitted by fossil-combustion power plants will be achieved.

This project is accredited with the Clean Compensation Certification CO₂ according to the Verified Carbon Standard.

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

REDUCE OUR IMPACT THROUGHOUT OUR SUPPLY CHAIN

In a competitive and changing environment like the fashion sector, MANGO must continue to guarantee the flow from the supply points to its customers with the required speed while also being aware of the environmental impact of our operations. To this end, MANGO has been working to improve its supply chain with the following principles as a reference: Simplicity, Control, Flexibility, Sustainability, Speed, Scalability.

Our global production and supply chain has a high impact not only in greenhouse gases emissions, but also in the use of materials and waste management. With the aim of optimizing and reducing the use of materials and waste throughout our value chain, MANGO has launched projects for to encourage the elimination of plastics, the optimisation of packaging from the origin and online channels and the optimisation of shipments and trips.

TOWARDS ZERO WASTE

REPLACEMENT OF THE PLASTIC POLYBAG

One of the 2020 strategic projects to advance our commitment to sustainability is the replacement of plastic polybags with paper bags throughout the supply chain.

The objective of the company is to eliminate, progressively and in collaboration with our suppliers, all the plastic bags that are used for the distribution of our products along the supply chain from origin to our stores or delivery of online orders.

It is a large-scale, cross-cutting company project that will eventually eliminate the use of around 160 million plastic bags per year when it is 100% implemented.

This project is perfectly aligned with the objectives of the Oceans pillar of the Fashion Pact where members commit to reducing plastic packaging as much as possible and eliminate all single-use plastics by 2030.

WHY PAPER?

Unlike plastic, paper comes from renewable sources, which makes this material more sustainable in the long term than plastic.

The paper bags we will use are made of tissue paper, a material made from natural pulp from the cellulose of trees that come from sustainably managed forests according to the requirements of international FSC® standards. In this way, we ensure that the production of these paper bags does not contribute to deforestation or illegal logging. In addition, paper is a material that can be recycled an average of four to six times, so by using this material we are helping to promote a circular economy. Likewise, this material offers fewer doubts than others when it comes to being deposited in recovery containers for recycling.

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

STANDARDIZATION OF BOXES AT ORIGIN

In 2019, MANGO launched a project for the nomination of cardboard suppliers at origin. This initiative aims to ensure quality, standardize measures and ensure the sustainable origin of its cardboard.

Consequently, the contents of the boxes are optimized, making transport easier. In this way, we ensure that they do not contribute to deforestation or illegal logging.

The first phase of this project has already been successfully implemented in China and Bangladesh in 2019, and in 2020 the expansion of the project has been carried out to Turkey, Myanmar, Pakistan, and Vietnam.

With this standardization, MANGO has reduced its box types to three, has made receiving and dispatching the boxes easier thanks to an improvement in density by making better use of containers.

More over, this standardization allows boxes to be reused in the shipping process. In 2020, 54% of the boxes from suppliers at source were reused for shipments to stores.

MANGO plans to continue with the standardization of boxes at origin in 2021 in India, Morocco, and other nearby countries.



HANGERS AND OTHER COMPONENTS

Our 2021 Sustainability Plan aims to reduce and eventually eliminate the components that come with the product at the same time as lengthening the lifecycle of hangers that arrive with us from origin.

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

OPTIMISATION OF ONLINE PACKAGING

With the exponential growth of online sales, MANGO recognizes the need to ensure the improvement of the packaging used for shipments of online purchases.

In 2018, MANGO stopped buying plastic bags-envelopes for online order delivery and decided that all online purchases would be delivered in paper/ cardboard packaging. In this way, MANGO is making progress towards reducing its environmental impact in terms of the use of plastic.

On the other hand, the boxes used for the delivery of online orders contain a percentage of recycled cardboard and are made of PEFC certified cardboard. In this way, we ensure that the cardboard in all online order boxes comes from sustainably managed plantations and that we are promoting a circular economy through the recycling of resources such as paper/cardboard.

We also conducted a study to optimize the different sizes and reduce the weight of the various boxes used for online orders. In this way, MANGO manages to use the minimum amount of materials and reduce the associated cardboard waste.

In 2020 MANGO used 3,360 tonnes (in 2019: 3,526) of online deliveries worldwide, of which only 1% represented plastic packaging.

INITIATIVES FOR MORE SUSTAINABLE OPERATIONS

Standardization of boxes of origin

Reuse of original boxes for shipments to stores

28% fewer units transported by air transport

Roll out of a project to replace the plastic polybag
with paper bags





Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

SUSTAINABILITY CRITERIA IN STORES

STORES

We are committed to managing the activity of the stores, whether company or franchise-owned, in a balanced way and with the lowest possible environmental impact.

ILLUMINATION

LED lighting is implemented in 100% of the new and refurbished stores and is progressively being installed in all other stores. In addition, in-store lighting levels are reviewed, reducing it in those cases where a lighting level higher than the current one specified by MANGO was installed.

Furthermore, we have incorporated lighting control systems outside store opening times. Store stock rooms are equipped with sensors to ensure lights are turned off to avoid unnecessary energy use when there are no staff in the stock room.

Finally, the optimization of the lighting in shop windows as well as the illuminated exterior logo are controlled by timers.



ELECTRICAL ENERGY CONSUMPTION

COMPANY STORES

2019

37,130
MWh
SPAIN

74,536
MWh
*FOREIGN**

2020

32,636
MWh
SPAIN

63,466
MWh
*FOREIGN**

FRANCHISES*

2019

17,202
MWh
SPAIN

77,359
MWh
FOREIGN

2020

9,035
MWh
SPAIN

73,662
MWh
FOREIGN

* Estimated consumption according to m² of points of sale and consumption patterns by country.



Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

AIR CONDITIONING

The air conditioning equipment is of high performance in cold and heat to allow greater refrigeration power with lower energy consumption. When applicable, air curtains with heat recovery are installed at the entrances of the stores, generating a thermal barrier in order to better preserve the temperature of the air conditioning.

In addition, consumption meters (both electrical and water) are installed in all stores in order to control the the consumption of the corresponding air conditioning systems.

ECO-EFFICIENCY STUDIES

The Building Construction & Technical department is carrying out different case studies in order to increase the optimisation of energy consumption in our stores. Some of these studies are: performance comparison between units with heat recovery vs. units with heat pump, studies for the monitoring of electricity consumption at all supply points nationally, a study on the management of the amount of light generated based on the available exterior light, and a case study based on incorporating automatic doors in stores.



DISPOSAL OF PLASTIC COMMERCIAL BAGS

100% of MANGO shopping bags worldwide are made of paper. All bags are PEFC certified paper. In this way, we ensure that the paper in our bags comes from sustainably managed forests.

E-RECEIPT

The e-receipt was brought in 2017 and since then it has been implemented in more services. The e-receipt contributes to the reduction of paper consumed in our stores. The use of the smartphone ticket is in use currently in Germany, Spain, France, Ireland, Luxembourg, Netherlands, United Kingdom and Switzerland, and in 2021 it will continue to expand to more markets.

REUSE

All product transfers between stores, as well as returns to central warehouses are made using re-used cardboard boxes.



MAP OF COMPANY STORES AND FRANCHISES AROUND THE WORLD

EUROPE

	○	●	●
SPAIN	233	150	383
GERMANY	59	185	244
FRANCE	113	98	211
RUSSIA	59	69	128
TURKEY	80	0	80
ITALY	49	24	73
BELGIUM	12	58	70
PORTUGAL	30	22	52
SWITZERLAND	9	31	40
UNITED KINGDOM	35	0	35
NETHERLANDS	13	16	29
POLAND	18	6	24
AUSTRIA	9	14	23
CROATIA	15	1	16
ROMANIA	14	0	14
GREECE	5	8	13
UKRAINE	7	6	13
LITHUANIA	0	10	10
ANDORRA	3	5	8
LATVIA	0	7	7
CYPRUS	0	6	6
FINLAND	6	0	6
CZECH REPUBLIC	5	1	6
ESTONIA	0	5	5
HUNGARY	5	0	5
AZERBAYAN	0	4	4
BULGARIA	2	2	4
DENMARK	4	0	4
SLOVAKIA	3	1	4
GEORGIA	0	4	4
IRELAND	4	0	4
LUXEMBOURG	1	3	4
ARMENIA	0	3	3
BELARUS	0	3	3
NORWAY	2	1	3
SWEDEN	3	0	3
ALBANIA	0	2	2
SLOVENIA	0	2	2
KOSOVO	0	2	2
MACEDONIA	0	2	2
BOSNIA HERZEGOVINA	0	1	1
CYPRUS-NORTH (RTCN)	0	1	1
MALTA	0	1	1
MOLDOVA	0	1	1
MONTENEGRO	0	1	1
TOTAL	798	756	1,554

ASIA

	○	●	●
SAUDI ARABIA	0	53	53
ISRAEL	0	48	48
PHILIPPINES	0	36	36
INDIA	0	28	28
KAZAKHSTAN	0	21	21
TAIWAN	0	20	20
INDONESIA	0	19	19
THAILAND	0	18	18
MALAYSIA	0	17	17
ARAB EMIRATES	0	16	16
VIETNAM	0	16	16
SINGAPORE	3	12	15
PEOPLE'S REPUBLIC OF CHINA	5	7	12
QATAR	0	8	8
IRAN	0	6	6
SOUTH KOREA	2	2	4
JORDAN	0	4	4
KUWAIT	0	4	4
LEBANON	0	4	4
PAKISTAN	0	4	4
SRI LANKA	0	4	4
IRAQ	0	3	3
MONGOLIA	0	3	3
KYRGYZSTAN	0	2	2
MYANMAR	0	2	2
OMAN	0	2	2
BAHRAIN	0	1	1
CAMBODIA	0	1	1
HONG KONG	1	0	1
LAOS	0	1	1
MALDIVES	0	1	1
PALESTINE	0	1	1
SYRIA	0	1	1
UZBEKISTAN	0	1	1
TOTAL	11	366	377

AMERICA

	○	●	●
CHILE	0	46	46
MEXICO	2	44	46
COLOMBIA	0	44	44
PERU	0	36	36
CANADA	0	12	12
ECUADOR	0	7	7
UNITED STATES OF AMERICA	5	0	5
VENEZUELA	0	5	5
GUATEMALA	0	4	4
ARGENTINA	0	3	3
BERMUDA	0	3	3
BOLIVIA	0	3	3
COSTA RICA	0	3	3
PANAMA	0	3	3
CUBA	0	2	2
PARAGUAY	0	2	2
DOMINICAN REP.	0	2	2
ARUBA (N. ANTILLES)	0	1	1
CURAÇAO (N. ANTILLES)	0	1	1
EL SALVADOR	0	1	1
PUERTO RICO	0	1	1
SURINAME	0	1	1
TOTAL	7	224	231

AFRICA

	○	●	●
SOUTH AFRICA	0	24	24
EGYPT	0	7	7
TUNISIA	0	5	5
MAURICE ISLAND	0	4	4
NIGERIA	0	4	4
LIBYA	0	3	3
NAMIBIA	0	3	3
IVORY COAST	0	2	2
EQUATORIAL GUINEA	0	2	2
ANGOLA	0	1	1
BURKINA FASO	0	1	1
KENYA	0	1	1
REP. DEMOCRATIC OF CONGO	0	1	1
SENEGAL	0	1	1
TOTAL	0	59	59

◦ 816
COMPANY
STORES
(2019: 855)

◦ 1,405
FRANCHISES
(2019: 1,333)

• 2,221
TOTAL
STORES
(2019: 2,188)

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

OFFICES AND DISTRIBUTION CENTERS

The commitment to the environment is also present in the planning and design of new facilities through the application of eco-efficiency criteria.

HANGAR 2

The design of the new building, Hangar 2, at the Palau Solità i Plegamans headquarters incorporates several eco-efficiency measures in order to reduce the environmental impact associated with the building's operations.

01 Use of low thermal transition materials: glass as a facade to prevent heat from entering the building in the summer months.

02 Installation of LED lighting and optimisation of natural light.

03 Centralized air conditioning according to real building climatisation needs

This building is currently still under construction.

Furthermore, the landscaped area surrounding the Hangar and Hangar 2 has a special “dune” design with underground wells that serve as a natural drainage system for the entire impermeable surface of the urbanization. Consequently, these areas have been designated as pedestrian zones without access to vehicles in order to avoid oil and rubber spills that could contaminate the natural filtering system of the dunes.

STAFF TRANSPORT

Additionally, we offer a free transport service for the staff from the different facilities of the headquarters. The transport operates from the most important nearby cities and covers all shifts and time slots. To adapt to the needs of the staff, internal surveys were carried out to find out which routes and areas are most in demand. This service allows us to reduce indirect emissions associated with the movement of staff (scope 3). 44% of employees use the free company transportation service.





LLIÇÀ LOGISTICS CENTER

The principal eco-efficiency measures in place at the Mango logistics centre in Llica d'Amunt include the recovery of energy generated by the centre's robots, the use of rainwater for sustainable irrigation, and the use of low thermal transmission materials to stop heat entering the building. Furthermore, the centre incorporates LED lighting and the optimisation of natural lighting.

The surrounding landscape is low maintenance and requires low water consumption. The vegetation consists of Mediterranean and indigenous species and is irrigated with the water collected by a self-sufficient rainwater recovery tank.

Finally, it should be noted that during the initial construction phase of the logistics center, more than 1,500,000 m³ of land were reused to create logistical plots of land around the polygon, including landscaped areas and roads, all of which have access to the polygon. In this manner, existing resources are re-used.

CONSUMPTION OF CENTRAL AND NATIONAL WAREHOUSES

20,683 MWh

ELECTRICAL CONSUMPTION

(2019: 21,498 MWh)

2,836 MWh

GAS CONSUMPTION

(2019: 3,627 MWh)

Environmental issues

PILLAR 2: CLIMATE AND BIODIVERSITY

BIODIVERSITY

As part of our commitment to the Fashion Pact, MANGO recognises the importance of including the protection of biodiversity in its strategy for sustainability. Consequently, in 2019 MANGO integrated its commitment to the protection of biodiversity as one of the pillars of its new strategic CSR sustainability plan for 2021.

The Fashion Pact has helped all signatory companies to prioritize and highlight the complex relationship between the textile industry and biodiversity. As a result, the Fashion Pact has produced a "Biodiversity Blueprint"; which sets the blueprint and common ground for Fashion Pact members to develop and implement biodiversity targets and strategies over the next two years.

One part of the plan will be achieved through collective work among Fashion Pact member companies and a second part consists of the responsibility of each company to develop an individual plan to design and implement its own sustainability strategy.

MANGO will develop its own biodiversity strategy according to the collective guidelines set by the Fashion Pact throughout 2021 and expects to implement this strategy as of 2022.

THE COMPANY'S BIODIVERSITY STRATEGY WILL PRIORITIZE ACTIONS SUCH AS:

Traceability of materials to assess their impact on biodiversity

Prioritization of materials according to their environmental impact on biodiversity

Set science-based goals for nature based on the framework Science Based Targets (SBTi) workbook

Transparent communication of impacts, results and established roadmap

THE CAN DUNYÓ POND IN LLIÇÀ D'AMUNT

The Can Dunyó raft is an artificially laminated raft that has been converted into a natural space on the banks of the River Tenes. This was built along with the MANGO logistics park in Lliçà d'Amunt. With 10,000 m³ of capacity, it was designed using technical criteria to promote biodiversity and the creation of micro-habitats. Moreover, the pond and its adjacent forest area are considered an area of interest due to the presence of bird species - some of which are in danger of extinction - who are using the area to build nests.



Environmental issues

PILLAR 3: BOOSTING THE CIRCULAR ECONOMY

PILLAR 3

BOOSTING THE CIRCULAR ECONOMY

Promoting a circular economy model requires a change of in the way we plan and manage our activity throughout the entire chain. In 2020 MANGO brought together a team to identify all of the opportunities for the company to work with a circular economy. MANGO has identified 3 points of priority to help us implement a circular economy:

01

Designing garments with materials that are easily recyclable at the end of the garment's period of usage.

02

Prolonging the life-cycle of surplus stock and material scraps through donations and re-use.

03

Recycling of clothing scraps.



The development of the company's Circular Economy strategy has been consolidated in an action plan for 2021 focused on the following 3 main axes:

01

Reduce and recycle cutting waste: we analyse our suppliers to reach the goal of Zero Waste.

02

Extend the life of products: working with NGOs and encouraging the collection of post-consumer clothing and starting to analyse new business models.

03

Fostering the internal culture of circular economy: establishing MANGO's circularity guidelines, training designers and initiating the development of circular garment capsules.

Environmental issues

PILLAR 3: BOOSTING THE CIRCULAR ECONOMY

TEXTILE WASTE

SECOND CHANCES

In order to contribute to the reduction of textile waste and has promoted the circular economy in the textile industry, the CSR department promoted the SECOND CHANCES project.

The SECOND CHANCES project started in 2015 as a pilot project by placing textile recycling containers in the main national cities. SECOND CHANCES containers can currently be found in 100% of MANGO's own stores in 9 countries (Belgium, France, Germany, Ireland, Luxembourg, Netherlands, Portugal, Spain, United Kingdom). In addition, all franchised stores in these countries provide the used clothing collection service, whether or not they have a physical container. Croatia and Italy also have containers in selected stores.

In 2019, the SECOND CHANCES project joined MANGO's customer loyalty program, MANGO Likes You. As part of the MANGO Likes You program, customers who recycle their used clothing in SECOND CHANCES containers receive Likes to accumulate in their account and exchange for movie tickets, discounts or donate for social action projects.

If the Covid-19 situation allows it, it is planned that in 2021 the project will expand to Austria, Italy, Poland, Turkey, Switzerland, and Russia with a total of 234 new containers distributed among these 6 countries.

2020

11
COUNTRIES
WITH SECOND CHANCES
CONTAINERS

(2019: 8)

610
SECOND CHANCES
CONTAINERS

(2019: 420)

42
*TONS**
COLLECTED IN 2020

(2019: 34)

* Estimated weight per package collected in store.



Environmental issues

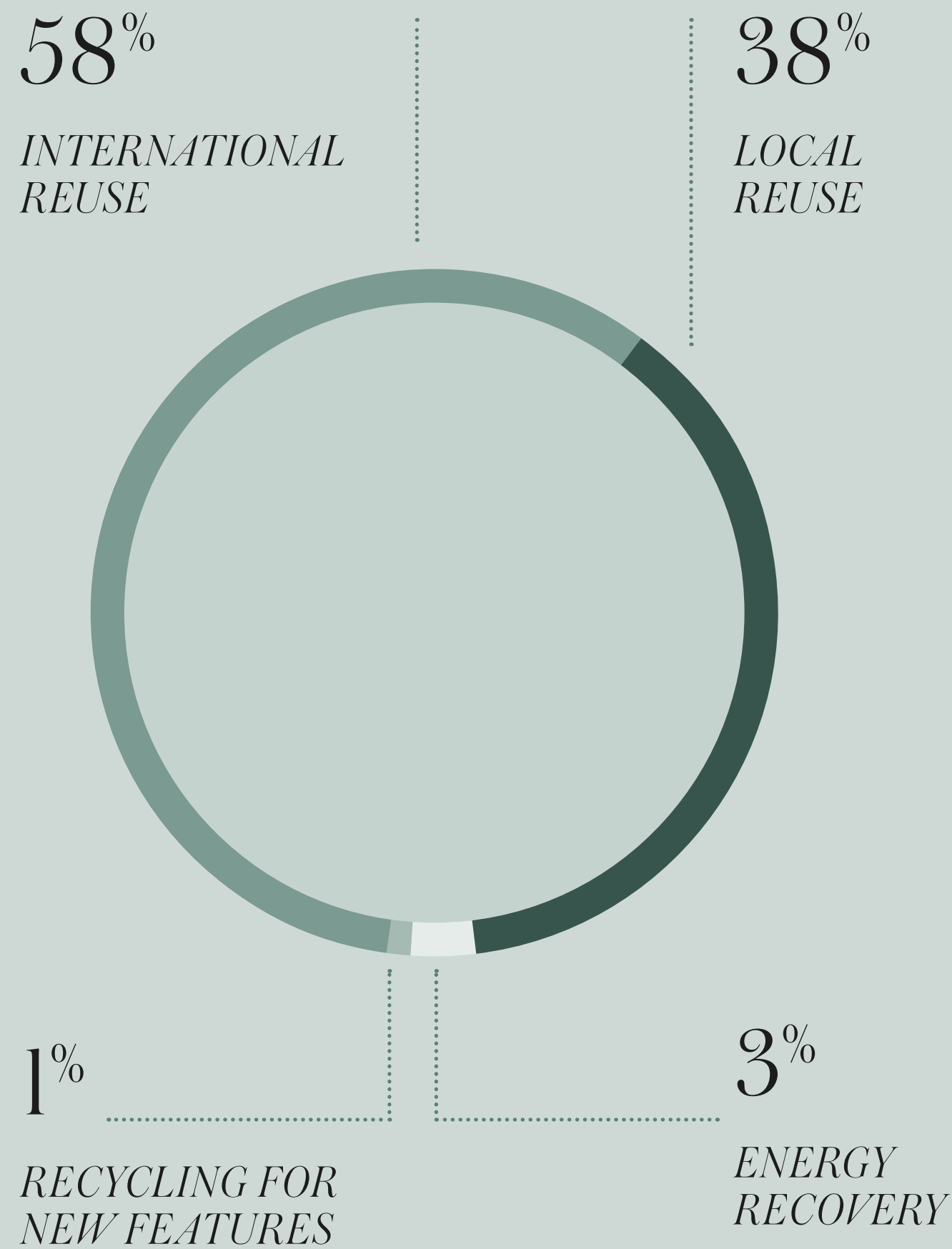
PILLAR 3: BOOSTING THE CIRCULAR ECONOMY

In this way, and in line with the Sustainable Development Goal of responsible consumption (SDG 12), MANGO extends its responsibility as a producer of textile waste and offers its customers the possibility of giving their used clothing and footwear a second chance. Customers can deposit textiles and footwear of any brand in the SECOND CHANCES containers and help close the loop of textile waste. Everything collected is donated and processed at the KOOPERA recovery and recycling center where textiles are duly classified to be reused, become raw material, or recycled for new functions such as thermal insulation, car mats, or energy recovery, among others. In this way, we ensure that 100% of the textiles and footwear deposited in the SECOND CHANCES containers are given a second chance.

Koopera is part of a group of social initiative cooperatives and non-profit job placement companies promoted by Cáritas. In this way, the SECOND CHANCES project not only ensures the correct management and recycling of textile waste but also contributes to the creation of jobs by making a sustainable and supportive economy a reality. (www.koopera.org).

THE DESTINATION OF THE COLLECTED GARMENTS / FOOTWEAR IS DISTRIBUTED ACROSS THE FOLLOWING CATEGORIES:

(KOOPERA DATA EXTRAPOLATED TO MANGO)



FIRST SECOND CHANCES COLLECTION

In April 2020, MANGO launched the first capsule collection based on circularity, made up of recycled fibres that are equivalent to the garments collected in stores through the SECOND CHANCES project. This collection, which includes Man and Woman garments, used 6 tons of cotton fabric recovered from post-consumer garments that were recycled and rewoven, thus helping to reduce textile waste and promote a circular economy.

MANGO is committed continuing this initiative and each year will launch a collection of fibres recycled equivalent to all garments collected in the SECOND CHANCES containers.

Furthermore, in line with this initiative, MANGO will work to increase the percentage of recycled fibres in garments and will incorporate the use of recycled fibres from our own textile waste (such as clothing scraps). Currently, 8 million MANGO garments contain recycled fibres in their main fabric such as recycled polyester, cotton, wool, acrylic, or viscose, among others.



Environmental issues

PILLAR 3: BOOSTING THE CIRCULAR ECONOMY

OTHER SUSTAINABLE POLICIES

SANDBLASTING

As stated in the MANGO code of conduct, sandblasting (a practice used to give a worn effect to denim garments) is banned given the risk it involves for workers performing this task.

PVC

All of our fabrics are PVC-free. There is, however, a minimum percentage of accessories (some bags, wallets, belts, and some serigraphs) that are still made with this material.

ANIMAL WELFARE

MANGO rejects any practice that involves abuse and animal suffering to obtain materials, such as mulesing to obtain wool. Furthermore, in 2018 MANGO joined the pact with PETA (People for Ethical Treatment of Animals) to stop using mohair wool in 2020 due to cruel practices towards animals to obtain it.

All the skins, feathers, and hair used in MANGO garments and accessories come from animals destined for the human food chain. MANGO prohibits the use of rabbit hair, although its origin may be the one described above; it also does not allow the use of angora wool. In addition, it prohibits the use of hair, feathers, or skin of exotic animals.

It is planned to expand the animal welfare policy in 2021.





Environmental issues

PILLAR 3: BOOSTING THE CIRCULAR ECONOMY

LABELLING

Proper product labeling is key to guaranteeing our customers' right to have precise information. With this intention, and complying with current regulations, all our garments and accessories are labeled indicating the country of manufacture, as well as the composition, washing recommendations, etc.

All MANGO labels are made of FSC or PEFC certified cardboard. FSC or PEFC certified cardboard ensures that the cardboard comes from sustainably managed forests, in this way we verify that the production of these labels does not contribute to the deforestation of endangered forests.

IMPLEMENTATION OF RFID TECHNOLOGY

MANGO has been testing RFID technology since 2018. At the end of 2020 MANGO began to implement this technology in the labeling of Man and Kids garments from origin. This technology is expected be incorporated into the labelling of garments at origin in all of MANGO's collections throughout 2021.

WHAT IS RFID TECHNOLOGY?

RFID is a technology that uniquely identifies and encodes each garment with a chip and antenna that are incorporated into the garment tag. This allows each garment to be controlled automatically through fixed or mobile devices. RFID technology offers greater efficiency in operations and customer service by providing reliable data in real-time.

ADVANTAGES OF RFID TECHNOLOGY

RFID technology allows greater accuracy of stock inventories and efficiency in the receipt of stock and replenishments in stores.

Likewise, it allows better traceability of garments throughout the supply chain and improved shipment reading accuracy.



Environmental issues

PILLAR 3: BOOSTING THE CIRCULAR ECONOMY

MINIMIZING THE ENVIRONMENTAL IMPACT: WASTE

WASTE MANAGEMENT

Our commitment to the environment and the promotion of a circular economy leads us selectively collect waste generated in all our stores and facilities so that these can be recovered and recycled.

The waste generated is managed by specialized waste management companies. MANGO is a member of the integrated waste management systems established in certain countries (green dot systems). Through these management systems, MANGO ensures the correct management and recycling of all packaging and components associated with the products placed on the market. In 2020, MANGO's activity put approximately 1,638 tons of paper/cardboard and 1,356 tons of plastic on the market.

Special waste (waste associated with technology and office maintenance: toner, fluorescent lamps, batteries, aerosols, solvents, etc.), which represents less than 1% of waste generated, and is duly managed according to its characteristics.

In order to mitigate and control the impact generated by the waste resulting from our activity, we have a Business Plan for the Prevention of Packaging Waste (PEP), which establishes criteria for reducing and optimizing the use of packaging.

Moreover, in our distribution centers, we use boxes made of 100% recyclable material, without metallic elements and with paper seals, thus ensuring the correct and complete recycling of the boxes when they are no longer in a position to be reused. All boxes are reused as many times as possible before being recycled.

ENVIRONMENTAL REGULATIONS

Regulatory compliance in environmental matters is necessary to guarantee the absence of negative impacts in relation to sustainability. In addition, non-compliance with the laws can lead to financial and administrative sanctions, as well as a reputational risk.

With the aim of avoiding these negative impacts, MANGO complies with current environmental legislation and regulations. MANGO's activity does not impact protected habitats.

In the period covered by this report, MANGO has not received significant sanctions for non-compliance with environmental regulations or legislation.



Social aspects and people

The creation of quality employment and the stability of our workforce are key to MANGO's success.

Together, we dream of inspiring the world by sharing our passion for Mediterranean style and culture.

We want to continue to be a modern and committed company where people can grow and develop professionally. Stability, dialogue, training and recognition are the pillars on which we work on a daily basis as transforming agents to face new challenges and achieve key objectives.

At MANGO we treat all of our people as a family. To ensure the well-being of our workforce, several departments focus on the continuous improvement of the working conditions of our employees, as well as ensuring their health and safety.





Social issues and people

PROFILE OF OUR TEAM

The company has more than 11,000 employees, 1,800 of whom work at the Hangar Design Center and at the headquarters of Palau-Solità i Plegamans (Barcelona). The figures aside, we have a young and enthusiastic team of which 78% are women and the average age is 32.

All mentioned data refers to the consolidated group. If otherwise the scope of the data is specified.

In order to correctly interpret the comparative data, it is necessary to mention the exceptional situation that we are experiencing due to the Covid-19 global pandemic.

During this last year, we have been forced to temporarily close a large part of our stores, which has been highly damaging to our company and all of those who are part of it, and has prevented people from carrying out their work under normal circumstances. In this exceptional situation, the priority has been to safeguard the survival and employment of the company. The decrease in the workforce is mainly due to the reduction in temporary contracts and new hires during the year.

The employees on the furlough scheme will, notwithstanding, continue to be counted as part of MANGO’s workforce.

To provide more informatio, we have prepared a special section detailing the measures adopted by MANGO (p.143).

AVERAGE STAFF 2020*

By gender, age, country and professional classification.

TOTAL

12,592

PEOPLE

♀ 9,951

♂ 2,641

AGE

< 30 YEARS OLD

6,240

BETWEEN 30 AND 50 YEARS OLD

5,941

> 50 YEARS OLD

411

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,557

IT STAFF

242

ADMINISTRATIVE AND OTHER POSITIONS

882

CLERKS AND OPERATORS

9,911

AVERAGE STAFF 12/30/2020 *

By gender, age, country and professional classification.

TOTAL

11,318

PEOPLE

♀ 8,884

♂ 2,434

AGE

<30 YEARS OLD

5,114

BETWEEN 30 AND 50 YEARS OLD

5,782

> 50 YEARS OLD

422

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,534

IT STAFF

240

ADMINISTRATIVE AND OTHER POSITIONS

885

CLERKS AND OPERATORS

8,659

* Criterion used to calculate the average workforce: employees at the end of each month / no. months. Does not include Internships. In relation to the employees affected by an Furlough, for all purposes, they continue to be counted as part of MANGO's workforce. The decrease in the workforce is mainly due to the reduction in temporary contracts and new hires during the year.

Social issues and people

AVERAGE STAFF 2019*

By gender, age, country and professional classification.

TOTAL

14,674

PEOPLE

♀ 11,694

♂ 2,980

AGE

< 30 YEARS OLD

8,154

BETWEEN 30 AND
50 YEARS OLD

6,152

> 50 YEARS OLD

368

EMPLOYMENT
CATEGORIES

DIRECTORS AND MIDDLE
MANAGERS

1,611

IT STAFF

249

ADMINISTRATIVE AND
OTHER POSITIONS

852

CLERKS AND OPERATORS

11,962

AVERAGE STAFF 30/12/2019*

By gender, age, country and professional classification.

TOTAL

14,892

PEOPLE

♀ 11,854

♂ 3,038

AGE

< 30 YEARS OLD

8,284

BETWEEN 30 AND
50 YEARS OLD

6,217

> 50 YEARS OLD

391

EMPLOYMENT
CATEGORIES

DIRECTORS AND MIDDLE
MANAGERS

1,568

IT STAFF

245

ADMINISTRATIVE AND
OTHER POSITIONS

863

CLERKS AND OPERATORS

12,216

* Criterion used to calculate the average workforce: employees at the end of each month / no. months. Does not include Internships.



Social issues and people

REMUNERATION POLICY

MANGO's remuneration policy guarantees equal wages and rights for all employees, rejecting any type of discrimination, direct or indirect, regardless of age, gender, race, colour, religion, sexual orientation, social condition, marital status, nationality, political opinion or family responsibilities. Consequently, we follow the principle of gender equality, there being no differences between the salary received by a woman and that received by a man, within the same level of positions.

In the case of structural personnel, fixed remuneration is established on a market basis and based on experience in the position..

Salary reviews are made annually based on the performance and position of the employee's salary within the salary band.

For the sales team, the system is based on a fixed salary defined by collective bargaining agreement or, failing that, internal salary tables, and a variable salary based on sales.

For a correct interpretation of the quantitative data on average salaries, it is important to note that at the base of the MANGO pyramid the female gender represents 84% of the total number of employees and this undoubtedly has an impact on the result. In organizations whose base of the pyramid is made up mostly of women, the result is more likely to show a difference between the average salaries of men and women, when the data is analyzed globally.

In 2020, MANGO developed a system to measure the level of the organization's positions from the point of view of the position's impact. In this way, if we analyze the salary gap for positions of the same impact, we can determine that there is no significant salary gap between men and women. In order to obtain a representative overall figure, it is necessary to weight the gap* of each employee within the level corresponding to his or her position, resulting in a figure of 1.5% (head office and points of sale).

Aware of the need to be able to group positions into levels based on the weight of each position, MANGO has prioritized in 2020 one of the core projects of the People area to work on a project of job architecture that would allow us to compare them in a more tangible and organized way. This project has given us visibility on the salaries of the organization by levels according to gender, to ensure that gender is not a factor in differentiating between salaries.

Given that in 2019 there was no system for evaluating positions or levels in MANGO, the data obtained in the analysis of both years are not comparable.

In the case of the rest of the countries, most of the collaborators are part of the store group, so we present the calculation at a global level. It must be taken into account that we group very diverse markets and therefore the figure is not representative. The result shows a decrease in the wage gap from 5.2% in 2019 to a -1.2% in 2020. As it is a calculation that includes several markets, the reason for the variation is due to different causes, among which a reduction in the male weight in percentage stands out, in countries with higher average salaries.

Likewise, our company maintains the commitment to continue working on the Equal Pay Plan so that sex is not a differential factor when defining compensation in MANGO.

* The weighted gap is calculated with the difference in remuneration between men and women / remuneration for men, weighted with the number of employees in each professional category. The gross global gap in Spain, calculated as the difference in pay between men and women / men's pay, in 2020 is 31.2% compared to 35.4% in 2019.

It is necessary to emphasize that this data is not representative at the level of gender salary differences because it does not compare positions of the same level of responsibility. A recalculation has been carried out on the 2019 pay gap.



Social issues and people

AVERAGE REMUNERATION OF SPAIN
AND OTHER GROUPED COUNTRIES

The average remuneration includes the gross total received during the year (fixed and variable salary) of the active collaborators at the closing date.

It should be noted that this information groups positions of different weight in the organization and that therefore they are not representative at the level of salary differences. However, the average salary for women in Spain for 2020 is € 28,495 compared to € 25,249 in 2019. The average salary for men in 2020 is € 41,430 compared to € 39,062 in 2019.

In the same way, as in the analysis at the national level, the average remuneration includes the gross total received during the year (fixed salary and variables) of the active collaborators at the closing date. However, for the rest of the countries grouped together, due to the difficulty of actually extrapolating wages

received on a working day and full-year worked (affecting the different suspension mechanisms and measures applied in each country), the months in which there have been temporary closings we have used the theoretical salary, including variable concepts actually received in the period.

The average salary for women in the rest of the countries for 2020 is € 19,218 compared to € 19,594 in 2019. The average salary for men in 2020 is € 18,988 compared to € 20,661 in 2019.

SPAIN 2020 (€)

AGE	EMPLOYMENT CATEGORIES
< 30 YEARS	DIRECTORS AND MIDDLE MANAGERS
€ 22,317	€ 62,138
BETWEEN 30 AND 50 YEARS	IT STAFF
€ 34,397	€ 43,526
> 50 YEARS	ADMINISTRATIVE AND OTHER POSITIONS
€ 49,104	€ 34,815
	CLERKS AND OPERATORS
	€ 21,174

OTHER GROUPED COUNTRIES 2020 (€)

AGE	EMPLOYMENT CATEGORIES
< 30 YEARS	DIRECTORS AND MIDDLE MANAGERS
€ 15,864	€ 31,817
BETWEEN 30 AND 50 YEARS	IT STAFF
€ 23,212	€ 22,163
> 50 YEARS	ADMINISTRATIVE AND OTHER POSITIONS
€ 31,365	€ 26,296
	CLERKS AND OPERATORS
	€ 17,564

Social issues and people



SPAIN 2019 (€)*

AGE	EMPLOYMENT CATEGORIES
< 30 YEARS	DIRECTORS AND MIDDLE MANAGERS
€ 19,472	€ 61,016
BETWEEN 30 AND 50 YEARS	IT STAFF
€ 32,749	€ 43,340
> 50 YEARS	ADMINISTRATIVE AND OTHER POSITIONS
€ 52,198	€ 33,492
	CLERKS AND OPERATORS
	€ 19,573

OTHER GROUPED COUNTRIES 2019 (€)*

AGE	EMPLOYMENT CATEGORIES
< 30 YEARS	DIRECTORS AND MIDDLE MANAGERS
€ 16,733	€ 36,400
BETWEEN 30 AND 50 YEARS	IT STAFF
€ 25,108	€ 30,277
> 50 YEARS	ADMINISTRATIVE AND OTHER POSITIONS
€ 32,091	€ 27,954
	CLERKS AND OPERATORS
	€ 18,136

* The figures show differences with respect to 2020 justified by differences in the workforce from one year to the next, the decrease in the weight of the variable as a result of the decrease in sales due to the temporary closure of stores and the suspension measures applied based on the legislation internal of each country. A recalculation has been carried out on the 2019 remunerations.



Social issues and people

AVERAGE REMUNERATION OF DIRECTORS AND EXECUTIVES

For 2020, the average remuneration* for female executives was € 377,734 compared to € 374,400 the previous year.

In the case of average remuneration* for male executives, it was € 528,408 compared to € 422,819 the previous year. The increase is due to a greater extent to two new hires in 2019 whose variable corresponding to that year was paid in 2020. The average remuneration of the directors (4 men) is € 1,076,735 in 2020 (€ 1,358,469 in 2019).

* Gross total, including variables and salary in kind.



Social issues and people

ORGANIZATION OF WORKING TIME

HOW WORKING TIME IS ORGANIZED IN THE COMPANY

We ensure compliance with work and rest times adopting the statutory legislation and the collective agreements that correspond to each country.

At MANGO we have opted for flexible hours at the **headquarters**, empowering people, signalling responsibility and trust, promoting internal equality. Moreover, it allows us to position ourselves in the market to attract and retain talent, promoting inclusion and diversity.

For this reason, from January 1, 2020, this group has flexible hours.

In addition, in 2020, seven days of reduced intensive working hours were set on the working calendar on the eve of public holidays. On these days the working hours are from 8:00 a.m. to 2:00 p.m.

Depending on the hours established by the applicable collective bargaining agreement, the excess working hours are accumulated in the balance of hours to be taken as time-off during the year.

Due to the pandemic in 2020, the organization of time has been exceptional in the case of the headquarters.

WORKING DAY AT THE HEADQUARTERS



* Due to the pandemic, people who have to work in person at the central office have 30 minutes to eat, shortening the departure time.

Social issues and people

With regard to the **Stores** team, in order to plan working time, the following factors are taken into account:

01 The staff and their contracts (number of hours per week/person).

02 Peak days of the week.

03 Rush hours each day.

04 Country regulations.

05 Distribution by periods of the year (dates of increased sales, such as sales, summer in tourist areas or Christmas, and times of lower turnover).

06 Different commercial actions (shopping day, Black Friday, etc.).

07 Store activity start time (order reception, product preparation for display, cashier closing, and store order/cleaning).

08 Business hours (taking into account the opening or closing hours, and concentrating working hours dedicated to the sales area in days, hours, peaks).

Based on the factors mentioned, the manager of each store is the person responsible for organizing the schedules.

IMPLEMENTATION OF LABOUR DISCONNECTION POLICY

Currently, MANGO does not have an implemented policy of disconnection from work, but it is foreseen in the company's roadmap.

ABSENTEEISM

The Group's total absenteeism hours in 2020 was 692,108 hours (2019: 727,160 hours), including sick leave and accidents. Does not include permits.





Social issues and people

MEASURES FOR THE CONCILIATION AND OTHER BENEFITS FOR EMPLOYEES

There are advantages and benefits for employees that contribute to improving their well-being.

Theremunerationmodeliscomplementedwithdifferentadvantagesandbenefits: freecollectivetransportcoveringdifferentroutesandschedules,dinningsubsidies, discounts, etc.

The international character of our organization facilitates the geographical mobility of those workers who request it. In addition, when new internal positions become available, staff are offered the possibility of requesting a change of department.

FLEXIBLE
SCHEDULE
(Headquarters)

RESTAURANT TICKET
(offered for some countries
and/or groups)

INTENSIVE DAY ON
FRIDAYS AND ON EVES
OF PUBLIC HOLIDAYS
(Headquarters)

FREE GROUP
TRANSPORT
(offered for some countries
and/or groups)

DINING SUBSIDIES
(Headquarters)

SPECIAL DEALS AND
DISCOUNTS

RESTAURANT
TICKET
(Headquarters)

TEMPORARY
SUSPENSIONS FOR
PERSONAL REASONS

EXTENDED TIME
TO ATTEND
MEDICAL VISITS

During 2019, pilot tests were carried out with some of the teams at Headquarters with the aim of implementing teleworking during 2020. Given the Covid-19 situation that we are experiencing, this decision has been brought forward to ensure the health of all and prevent contagion, as well as allow for conciliation.

For this reason, teleworking has been implemented as a preferred system for all positions that can develop it. All of this is a temporary measure for sanitary containment while the situation produced by the Covid-19 continues.

To make it easier for all teams to adapt to this new form of work various communicative and training exercises have been carried out to provide insight into good teleworking practises.



Social issues and people

HEALTH AND SECURITY

HEALTH AND SAFETY CONDITIONS AT WORK

Our employees are one of our priorities stakeholder groups, which is why we developed safe and safety to guarantee the continuous improvement of their health and safety policies in the work environment.

The main objective of our MANGO Health and Safety Policy is the development and promotion of strategies that improve working conditions for the physical, mental and social health of our employees, and that promote and consolidate good work habits.

The management of occupational risk prevention at MANGO is established in the Prevention Plan and integrated into the general management system of the company. The plan includes the commitment to provide a safe and healthy work environment and defines the objectives and procedures to achieve it.

The main activities carried out to guarantee health and safety in the work environment are the following:

RISK ASSESSMENTS

We identify and evaluate the risks associated with jobs as part of the cycle of continuous improvement in management, making progress in all aspects of worker health and safety. These evaluations are carried out both in offices and warehouses at the head office and in stores. In the same way, action plans are drawn up with preventive and/or corrective measures, work inspections, emergency plans, and other procedures are managed.

Another of our objectives is to ensure that the services performed by companies or external, contracted, or subcontracted personnel are executed under the security measures established by the legislation and/or by our internal regulations.

Safety visits are periodically made to work centers to test and guarantee optimal working conditions and to promote safe behavior.

RISK NOTIFICATION

To involve employees in continuous improvement, there is a procedure so that they can communicate any situation that involves risk or any proposal that improves working conditions.

We put at your disposal an internal document to notify the Risk Prevention department of any incidence in this regard, and thus proceed to apply measures to eliminate or minimize it.

TRAINING IN RISK PREVENTION

We continuously work on the design of new training courses specifically focused on MANGO jobs.

When a job is created, the risk assessment is carried out and the training needs of each person are detected.

In these training sessions, we present the main risks and measures to take into account to avoid damage to health.

HEALTH MONITORING

Health monitoring activities are carried out by the company's Medical Service, integrated into the Department of Occupational Risk Prevention. In stores, it is done through a network of healthcare centers. In addition to the necessary medical attention, periodic examinations, vaccination campaigns, etc., personalized activities are carried out for the promotion of health such as monitoring of chronic processes or advice on healthy habits. We also conduct first aid training courses for our staff.



Social issues and people

As a result of this commitment, MANGO adhered to the Luxembourg Declaration in June 2017 that contributes to fostering individual development and promoting the active participation of employees, thus improving working conditions.

In 2018, our occupational health promotion program was launched, which we have called the Take Care program and through which we promote actions to promote health in the three areas covered by the World Health Organisation (WHO): physical, mental, and social. From this program, we

A specific assessment of the risk of contagion by Covid-19 has been carried out as well as all the risk assessments of the jobs have been updated in response to this new risk.

Specific security protocols have been designed for the prevention of contagion by Covid-19 that include all the measures to be implemented in our offices, warehouses, and stores (in compliance with existing local regulations).

Information and training have been provided to all our collaborators in relation to the risks of contagion by Covid-19 in their workplace and preventive measures to avoid it.

During the second semester of 2020, the design of training for the prevention of risks associated with Telework and the preventive measures to be taken into account to avoid damage to health was carried out. This training has been given to all employees who carry out teleworking.

work on actions aimed both at modifying health habits (improving diet, avoiding sedentary lifestyle by promoting physical exercise ...) and actions aimed at disease prevention (campaigns to quit smoking, stress prevention/ mindfulness, skin safety in summer, breast cancer prevention,...).

During 2020 and as a result of the Covid-19 pandemic, the Health & Safety-wellness department has carried out different actions to guarantee the safety and well-being of our employees, as well as compliance with new legal requirements:

Specific Health monitoring protocols have been designed and implemented to guarantee the protection of the health of employees (specifically, personnel especially vulnerable to Covid-19).

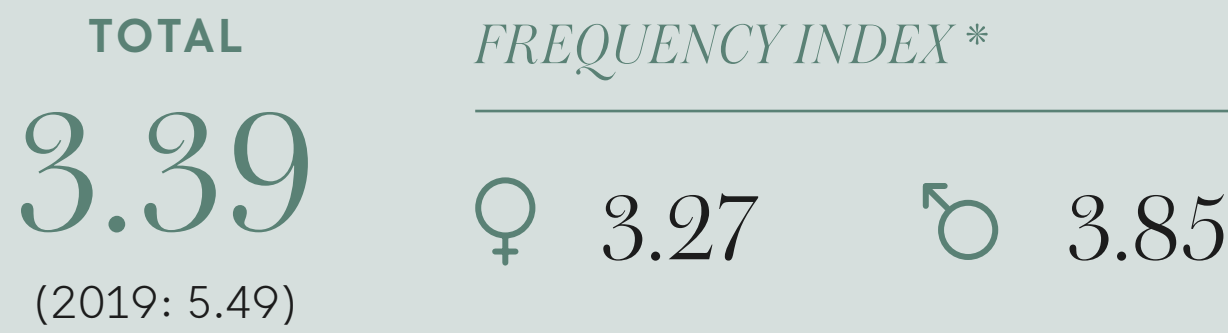
Support and monitoring has been provided to people infected by Covid-19 and their close contacts from the Medical Service.

During the confinement, suggestions were made to employees on how to improve their well-being and health (healthy eating, psychological care services, online activities to promote physical exercise,...).

WORK ACCIDENTS:
FREQUENCY AND SEVERITY BY GENDER

(Accidents during the commute to work are not taken into account).

During 2020 no cases of occupational diseases were reported.



* Frequency rate = (No. of accidents (with sick leave) * 1,000,000) / Hours worked.
** Severity index = (Days off * 1,000) / Hours worked.
*** The total number of accidents decreases and consequently the frequency index decreases.



Social issues and people

LABOUR RELATIONS: ORGANIZATION OF SOCIAL DIALOGUE

We are committed to creating a framework of trust in which our employees can grow and develop professionally. Stability, dialogue, training, professional development, conciliation, and recognition are pillars on which we build our relationships.

We guarantee all employees decent and fair working conditions in accordance with the current legislative framework.

We do not employ anyone below the legal working age, in accordance with international policy.

We make sure that the remuneration is fair and appropriate to each job market.

Our labor relations are carried out in an equitable manner, defending the fundamental rights and principles of people.

Various channels exist to promote group cohesion and keep employees permanently informed, through the Employee Portal, in order to improve the day-to-day operation of the organisation and make employees part of our projects. For example, the “If I were Chairman” initiative, with elected representatives from each department.

These meetings are organized in successive phases. At the beginning of the process, the members of each department (central) choose a representative, by voting. The person chosen collects the ideas, suggestions, changes, or improvements proposed by her colleagues to later present them at the meeting.

Finally, these representatives meet with management to transmit and debate the different proposals. The agreed conclusions, changes, and improvements are communicated to all employees. It should be noted that during 2020 the use of the Teams tool as a communication channel with the store and headquarters was promoted. At headquarters an internal communication channel has been enabled where all collaborators can ask questions and share their opinions.

MANGO SUBSIDIARIES

In our MANGO subsidiaries, we have employee representative bodies in France (7), Italy (1), and Finland (1).

FRANCE

Social dialogue is carried out by the team located in the local office. The dialogue is continuous, regular meetings are held with representative bodies throughout the year to discuss a whole series of topics of interest. In addition, in case there is any specific issue to be addressed, we follow the legal procedure for negotiation and consultation established by law.

We have trade union representation in MANGO France through the Social and Economic Committee (CSE) and the Trade Union Delegation (CDFT).

ITALY

There is a Union representative of the Productive Unit of the CGIL union in one of our stores.

Follow-up visits are made annually. Prior to that meeting, the union delegate calls an assembly with the employees to discuss the issues that will later be discussed with the company at the meeting. In addition, throughout the year there is an exchange of information with the union and with the union delegate.

FINLAND

There is a union delegate. This body is in contact with the union to advise workers on issues that may arise.

Social issues and people

COUNTRIES WITH COLLECTIVE AGREEMENT

Currently, the MANGO group applies a total of 73 collective agreements. Specifically, 38 correspond to Spain, differing by province.

In Austria, Belgium, Croatia, Denmark, Finland, France, Germany, Ireland, Italy, Mexico, Netherlands, Norway, Portugal, Spain, Sweden, and Switzerland 100% of employees are covered by collective agreement.

In the remaining countries, labour relations are developed in accordance with the legal framework defined in the regulations of each country.

In addition, we ensure that we adapt to the usual practices of each country, improving the conditions established in the law or collective agreement.

With regard to the field of safety at work, there is currently specific union representation in the field of occupational risk prevention in Finland, France, and Italy. The definition of these figures and responsibilities are defined according to each corresponding collective agreement.



TALENT. LEARNING & DEVELOPMENT

A key aspect of talent retention is ongoing training. It is essential to provide training programs that add value to the employee and hone their existing qualities. This strengthens the bond that the employee has with the company and makes them feel valued.

Our permanent training and development policy aims to support the achievement the business's strategic objectives. To do this, we have a Talent department that works on enhancing these necessary aspects, both in technical knowledge and professional skills.

Training activities take place all over the world, both in stores and at the headquarters.

In 2020 we have continued to strengthen the role of leaders with digital webinars that have helped them to continue developing skills to take on the challenge of managing teams.

We recognize the importance of roles of responsibility as key aspects of professional excellent and development of people. Training events and personalized support are the tools the tools we are using to adapt to this new situation.

We promote the development of internal talent. Internal talent management is a strategic axis to facilitate and enhance the growth and development of employees, placing them at the centre of the action.



The main projects promoted in 2020 are:

01 EVALUATION AND DEVELOPMENT PROCESS

We continue to measure the contribution of value by employees through evaluative tools that help us to identify and develop talent in different areas. In this way, we promote talent management based on the information obtained from the evaluation processes and respond to the development and growth concerns of our teams. This year we implemented a new methodology for defining and achieving objectives (OKR) which focuses on refining the measurement and achievement of objectives.



Social issues and people

02
PORTFOLIO LEARNING SOLUTIONS

This year our big news is that we have moved all of our training to digital format. Since May we have held more than 31 webinars or virtual workshops with more than 750 participants, with an average workshop satisfaction evaluation of 4.5 / 5.

We have divided these webinars into three main areas: Connect, Perform and Lead.

+31
WEBINARS
OR VIRTUAL WORKSHOPS

+750
PARTICIPANTS

4.5/5
WORKSHOP
EVALUATION

CONNECT AREA

Work on your digital image
to achieve a positive impact

WITH ANDREA VILALLONGA

Has provided various key ideas on how to work on our personal image in the digital environment in which we find ourselves.

Train your brain to be more agile

WITH AINHOA FORNÓS

In this webinar, we have been able to learn how to train our mind through the “Mentalgym” method. This method enhances the ability to adapt to change and to know how to work in uncertainty.

Think positive to improve your
professional and personal life

WITH MARTA SIERRA

Discovering the benefits of having a positive thought, connecting with the joy and excitement of your work and your personal life.

PERFORM AREA

Discover the trends that have
influenced fashion, art, and culture
from the beginning
from the XXI century

WITH CHARO MORA

In this webinar, we learned the trends that have inspired and contributed to the essence of our business.

Increase your personal productivity
from home to maximize results

WITH BERTO PENA

From setting goals from the beginning and end of the day, planning, reducing distractions to avoiding lack of coordination with your team.

Data-Driven Mindset: Big Data in Retail
to boost business

WITH JUANJO LÓPEZ FROM THE VALLEY DIGITAL
BUSINESS SCHOOL

In this session, they introduced the trends of customer knowledge, data, and prediction, looked at some cases of Big Data and solutions of artificial intelligence in retail, and examples of product development based on data.

LEAD AREA

Be a coach-leader to generate
relationships

WITH CESAR PIQUERAS

In this Virtual Workshop, we were able to learn the key skills of being a coach leader and see the advantages of putting them into practice, achieving a more connected, linked, and coordinated team.

Live conflicts as an
opportunity to learn

WITH TOMÁS LÓPEZ

We have seen how conflicts are an opportunity for learning and professional and personal growth. Through the Thomas Kilmann test, we have been able to discover ourselves and to reach an understanding and move forward when points of view are different.

Social issues and people

03 DIGITAL INITIATIVES

TALENT HUB

In May 2020, the first corporate online training platform integrated with MANGO systems (LMS) was launched.

This platform hosts training content on various topics, with the aim of making them universally reachable from wherever and at any time.

During this year, 32 training actions have been launched, totaling more than 10,000 accesses, for the Central, Logistics, and Retail groups.

Some of the topics are Telecommuting, Covid-19 Prevention, Data, RGPD, Cybersecurity, Onboarding, and some issues about the product and new store technologies.

MANGO HUB

This initiative started in February 2020 with the aim of training our external partners: garment suppliers and quality inspectors, as an essential part of the MANGO production chain, training more than 500 different partners.

During this year, 9 training actions have been carried out aimed at improving production processes, the quality of the final product, labeling, samples, packaging, and shipping, as well as improving the knowledge of the partners of the technologies of MANGO to make collaboration more efficient.



LEARNING IN RETAIL

GAME-TAL

We believe in the efficacy of micro training courses through animated videos that last between 3-5 minutes, which capture the user's attention and facilitate learning. In addition, they allow us to simplify the agenda and focus on specific solutions, reduce costs and most importantly is that we will reach all our company's stores and franchises.

Through the videos, we can provide training through several short videos. In this way, all collaborators can self-train with the video and also with some theoretical and practical exercises.

MANGO SCHOOL "EXPERT IN RETAIL MANAGEMENT"

MANGO School was born with the purpose of promoting the growth and development of our teams.

The "Expert in Retail Management" program will help all our Managers to improve business management and enhance their skills and ability to lead teams to achieve the best results based on our DNA and values. We combine online learning with live virtual classes, resolution of real cases, current and interesting content, videos, activities, and the support at all times of a trainer/tutor throughout the course.

The program lasts 2 years around three major areas of training and development: LEAD, CONNECT, AND PERFORM, where at the end our Managers obtain the title of "Expert in Retail Management" accredited by the Autonomous University of Madrid.

Social issues and people

04 TALENT PROGRAM

The talent program is aimed at more general development, focusses on more strategic issues and long-term development, and this year has the following development programs:



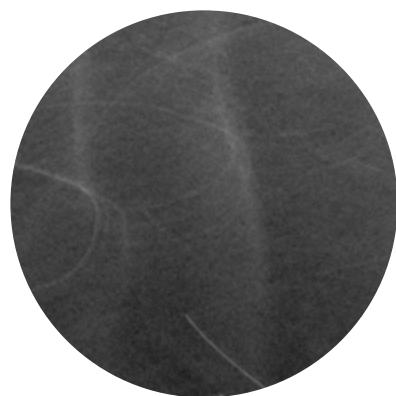
TDP (TALENT DEVELOPMENT PROGRAM)

Training and development program that consists of 6 sessions in which different skills of self-knowledge, self-leadership, team leadership are worked on alongside studies on key business areas. As a novelty this year it was done in digital format.



DIGITAL CAPABILITIES PROGRAM

The objective of this program is to work on cultural change (Mindset) at this time of Digital Transformation. It gives us an updated vision of digitization in the retail and fashion sector. It helps us understand how users behave throughout the customer experience and what innovations are being developed worldwide in retail.



GLOBAL BUSINESS VISION

This is a program planned to be launched in 2021. The main objective of the program is to publicize the key areas of the business through talks by key people in each area. We want to promote the global/transversal vision of the company within the group of high potentials.

05 OTHER INITIATIVES

LANGUAGE PROGRAM

In the language program, we have delivered several languages: English, French, German, Italian, Spanish, and Portuguese. This year, the duration of the program has been from January to November. In addition, all those who took the face-to-face modality have been able to enjoy the online modality due to the health crisis.

FOCUS GROUP - DREAM & VALUES

As part of the communication and implementation of the our corporate values, we carried out a focus group with more than 75 employees based at the headquarters to outline the behaviors associated with these values.

TEAM BUILDING AND TEAM COHESION WORKSHOPS

These are based on group work through different participatory dynamics. They seek put concrete action plans in place to improve team cohesion and reinforce the feeling of belonging in MANGO's workforce. This year we have presented them in a digital format and we have introduced new tools such as the Bridge Model to better understand our relational styles.

INTERNAL AND EXTERNAL COACHING PROCESSES

Coaching processes are structured meetings to help the coachee-collaborator to develop in a specific area. The coaching agenda focuses on working on very specific issues aimed at a collaborator's performance in their workplace. Specific objectives and an action plan are established to achieve them.



Social issues and people

TOTAL NUMBER OF TRAINING HOURS *

2019 TRAINING HOURS **	2020 TRAINING HOURS
DIRECTORS AND MIDDLE MANAGERS	DIRECTORS AND MIDDLE MANAGERS
38,613 H	17,985 H
IT STAFF	IT STAFF
5,778 H	3,263 H
ADMINISTRATIVE AND OTHER POSITIONS	ADMINISTRATIVE AND OTHER POSITIONS
20,586 H	11,807 H
CLERKS AND OPERATORS	CLERKS AND OPERATORS
18,236 H	29,423 H
TOTAL 83,213 H	TOTAL 62,478 H

* With the exception of training in risk prevention and retail area, there has been an estimate of the distribution of training hours by categories based on the average workforce.

** The distribution of training hours by category for the year 2019 has been recalculated.

There is a notable decrease in the total hours of training in 2019 versus 2020, caused by the suspension of training actions as a result of the emergency situation declared in March and the temporary closure of a large number of MANGO stores around the world. As the situation has begun to settle, training actions have been resumed and promoted.

WE ARE COMMITTED TO INTERNAL PROMOTION

A vast majority of managers and team leaders come from internal promotion, the result of a deliberate policy and a motivated, flexible workforce capable of assuming new responsibilities.



Social issues and people

EQUALITY - A DIVERSE AND INCLUSIVE ENVIRONMENT

Measures are taken to promote equal treatment and opportunities between women and men. Equality plans. Protocols against sexual and gender-based harassment

Equal treatment in all areas of application, as well as non-discrimination, is one of our responsible business principles.

Our organization is characterized by the cultural diversity resulting from the internationalization of our business. Equal treatment and opportunities are an inherent commitment in the management of people. It is for this reason that gender equality, non-discrimination, and equal opportunities are inherent commitments in the management of people.

01

We guarantee equal treatment and opportunities to employees, clients, and suppliers, rejecting any type of discrimination, direct or indirect, regardless of age, gender, race, color, religion, sexual orientation, social condition, marital status, nationality, political opinion, or family responsibilities.

02

We contribute to generating a positive impact on society through our social action.

There are several departments involved in monitoring and complying with these aspects in order to avoid any negative impact inside and outside the organization.

MANGO has made a communication channel available to anyone who has a professional or commercial relationship with the company which allows them to express any situation that involves unethical behavior or that does not comply with the company's Code of Ethics, with the law, or with internal regulations.

MANGO guarantees that all complaints will be treated with the utmost confidentiality and respect for those involved.

We want to continue putting people first and to create an inclusive corporate culture that is aware of diversity and the fact that it represents society's plural nature. Therefore, one of our priorities in 2021 is to continue working on an ambitious Equality and Inclusion Plan.



Social issues and people

UNIVERSAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

With reference to the risk assessments performed the necessary recommendations are made in order to adapt a position according to each person with special needs.

In accordance with the recommendations, the proposed preventive/corrective measures are implemented.

In addition, in order to facilitate access to all our customers, when there is a new store opening, the project is analysed in order to identify any requirements for people with reduced mobility while considering the corresponding legislation. The interior design department are notified with the needs that have been identified, so that these requirements are included in the store design project and validated through the local architect of each country according to established procedures.



Social issues and people

This has been the twelfth year since the development of the “MANGO CARES ABOUT YOU” socio-labour project designed between MANGO and the CARES Foundation, a non-profit Special Employment Center whose mission is to place people with disabilities or at risk of exclusion in jobs.

Despite the pandemic, we ended the year having maintained all jobs with an average of 178 vulnerable people on stable contracts who carry out a phase of the MANGO e-commerce logistics process: a large part of the “FIT IN” of online orders which, from Barcelona, are distributed all over the world.

Of these, 78.21% are people with disabilities and/or at risk of exclusion, and among people with disabilities, 47.36% of them belong to groups with particular difficulty in finding a job. During Black Friday, Christmas, and Sales campaigns, the CARES Foundation staff reached 203 people hired and four of these professionals, thanks to the work experience acquired in the project, have been successfully inserted into the ordinary labor market.

In moments that we have the highest volume of orders, and when maximum efficiency and optimisation are required, the work of these professionals proves the importance of trusting in the capabilities of each and every one of us to achieve an excellent service, responsible and sustainable.



MANGO has an Equality Plan where we declare our commitment to establishing and developing policies aimed at reaching equality between men and women. Our plan is divided into the following points:

Company Commitment

Scope

Validity

Ethical code

Agreements with public organisations on the matter of equality

Specific objectives

Monitoring committee

Internal protocols

Annex with data for situation diagnostics

Our organization maintains the commitment to continue working to promote the necessary measures to achieve real and full equality for working people. For this reason, next year we will begin to design the new Equality Plan.

Human rights and supply chain

SOURCING AND QUALITY

Ensuring quality in all our garments and accessories is an essential objective in order to offer our customers a product that meets all their expectations. This is done by our team of quality inspectors spread over ten countries with who are dedicated exclusively to MANGO. They are professionals with many years of experience in the sector, with specialised training in fabrics, pattern making and even industrial textile machinery.

Approximately 14,000 inspections are performed annually and each model has a minimum of two inspections throughout its entire production process. Likewise, the quality teams are in charge of carrying out technical audits of the factories in accordance with internal MANGO standards. The evaluation of these teams contributes to advising the Sourcing team by suggesting local suppliers and evaluating factories according to technical and quality criteria.

In the move towards digital transformation, in 2019 a quality analysis tool was implemented in the department. This tool allows the promotion and implementation of future improvement plans and the performance evaluation of our production centers.

Thanks to this, we have been able to monitor the preventive measures implemented by our suppliers in their production centres around the world. In this way, we have been able to advance in the control of our production chain in the face of the outbreaks of the global situation caused by Covid-19 in the different countries where MANGO collections are produced.

The objective of using this tool is to verify that all the necessary safety measures are applied to protect the workers who produce for MANGO. Through this platform, the data obtained through audits based on protocols of international NGOs are collected and analysed in order to detect possible deficiencies and thus be able to proactively advise the appropriate corrective actions that must be applied in each case in the production factories.

The mission of the Sourcing department is to ensure that MANGO sources its collection with the best possible strategy to facilitate the achievement of the established quality and profitability objectives. Also, to make sure Purchasing teams follow good practice, to ensure maximum efficiency in our supply chain.

The Sourcing department is also one of the main drivers of the company's digital transformation, detecting and applying the latest available technologies to enhance our product development, quality control or supply processes.

14,000
QUALITY
INSPECTIONS/
YEAR



Human rights and supply chain

SUPPLY CHAIN

OUR SUPPLIERS PROFILE

Suppliers can work with more than one factory to manufacture our collections. Some of them can be used alternatively and at different times depending on the characteristics of the product. Similarly, none of the suppliers work exclusively for our organization.

Depending on the type of product we differentiate between suppliers of garments and accessories (footwear, leather goods, costume jewellery, belts, glasses, etc.)

455
SUPPLIERS
OF GARMENTS AND ACCESSORIES
(2019: 529)

359
(2019: 411) *GARMENT
SUPPLIERS*

96
(2019: 118) *ACCESSORY
SUPPLIERS*

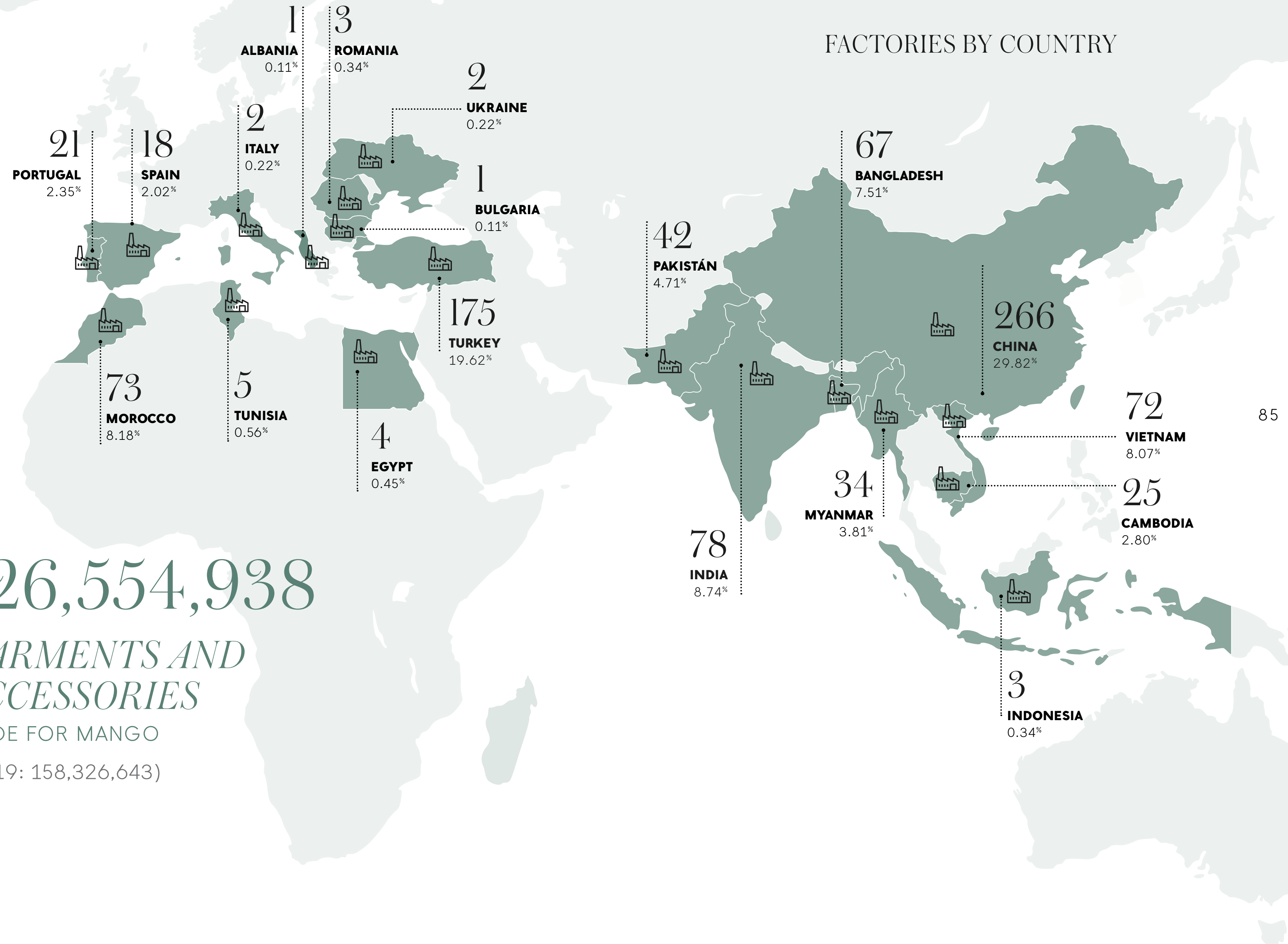


Human rights and supply chain

PRODUCTION FACTORIES BY COUNTRY

PRODUCTION FACTORIES BY COUNTRY

In terms of production volume, the principal supply market is still China, followed by Turkey, India, and Morocco, which continues to be the main African country. Morocco continues to be a fundamental country for MANGO since we have been working with suppliers here for years, who have been the most stable collaborators over time.



892

*FACTORIES
USED*

(2019: 1,106)

126,554,938

*GARMENTS AND
ACCESSORIES*

MADE FOR MANGO

(2019: 158,326,643)

305

*FACTORIES
IN PROXIMITY*

Human rights and supply chain

SUPPLY CHAIN TRACEABILITY

Year after year, we continue to improve our internal management tools in relation to information from production factories to continue making progress in improving the traceability of our supply chain.

Our control policy and the characteristics of production do not allow the subcontracting of the manufacture of garments and accessories by manufacturers without authorization from MANGO. Despite the fact that all our suppliers have a unified production process, sometimes there are special processes that some suppliers may not have and which are carried out in other specialist companies, such as embroidery, printing, washing, etc. In such cases, these productions and factories are known and authorized by MANGO.



Human rights and supply chain

SUPPLY CHAIN

TRANSPARENCY PLEDGE STANDARD

In October 2020, we published through our website the list of level 1 (Tier 1) factories that have produced garment models and accessories for MANGO in the current year 2020.

As a fundamental part of MANGO's commitment to sustainability, it is essential to establish responsible management of our supply chain which, together with the participation of certain stakeholders, contributes to transparency and is key in the due diligence towards our suppliers. We prioritize a relationship of trust with them, ensuring that they are aligned with our commitments, thus contributing to ensuring the human rights of workers and strengthening the textile industry globally.

We are consequently, aware of the importance of being transparent and facilitating access to information to ensure this commitment.

MANGO thus responds to the commitment acquired with CCOO Industria in the "Global Bilateral Agreement to guarantee international standards in MANGO's supply chain" and to the requirements of the Transparency Pledge Standard, which urges brands to make the addresses and other details of the production factories public.

It should be noted that MANGO does not own any factories and no factory works exclusively for our organization. Some of them can be used discontinuously over time depending on the characteristics of the product, so the list will be updated at least twice a year and the data provided will be progressively expanded.

To continue advancing towards our commitment to transparency in our supply chain, one of the objectives set by the CSR Social Compliance team for the end of 2021 is to expand the information provided on level 1 (Tier 1) as well as publish the list of factories of level 2 (Tier 2) and level 3 (Tier 3) progressively.



Human rights and supply chain

SUPPLIERS ALIGNED
WITH OUR COMMITMENTS

One of our responsibilities at MANGO is the commitment ensuring that human rights are respected within our sphere of influence. It is the basis for working in line with the United Nations Guiding Principles on Business and Human Rights and Principle 1 of the Global Compact.

As a fundamental part of our commitment to sustainability, promoting the sustainable development of our supply chain is essential. For this reason, we consider it essential to put emphasis on establishing responsible management of suppliers who consider environmental and social issues.

Within MANGO, the CSR department collaborates cross-departmentally with the departments of Supplier Performance, Sourcing, Quality, Purchasing teams, and other departments involved in the selection of new suppliers through analysis and prior verification of the production centers, to ensure that MANGO's requirements are met prior to the start of production.

We prioritize establishing relationships of trust with suppliers whose behavior models are consistent with our corporate social responsibility commitments in order to promote and guarantee good practices from a labor, social and environmental point of view in the supply chain.

MANGO recognizes the significant risks that can occur within the supply chain. For this reason, we are aware of the importance of ensuring the human rights of the workers involved in the production process, and therefore we have established clauses related to wages and hours, non-discrimination, forced labour, and child labour, among other things, in its Code of Conduct. Compliance with this code is checked through social audits carried out by external audit teams.

The Code of Social, Labor, and Environmental Conduct for manufacturers of garments and accessories for the MANGO Group is an essential requirement that is mandatory and included in the commercial contract.

This Code is based on the principles and philosophy of the United Nations Global Compact, as well as on the principles stipulated in the Universal Declaration of Human Rights and the United Nations Convention on the Rights of the Child. Likewise, all applicable conventions and recommendations of the International Labor Organization (ILO) are included (in particular the conventions: 1, 29, 75, 81, 87, 98, 100, 105, 111, 122, 131, 135, 138, 154, 155, 159, 177, 182 and 183, and the recommendations: 35, 90, 111, 143, 146, 164, 168, 184 and 190).





CODE OF SOCIAL, LABOUR AND ENVIRONMENTAL CONDUCT FOR MANUFACTURERS OF GARMENTS AND ACCESSORIES FOR THE MANGO GROUP

01

CHILD LABOR

Manufacturers will not use child labour in accordance with the criteria established in the ILO conventions. Our policy on child labour is based on the United Nations Convention on the Rights of the Child.

02

FORCED OR COMPULSORY LABOUR

Manufacturers will not use any kind of forced or compulsory labour.

03

HEALTH AND SAFETY AT WORK

Manufacturers will guarantee their employees a safe and healthy workplace (fire prevention, machinery, etc.) (light, ventilation, hygienic conditions, etc.), also complying with all that is required in the legislation that is applicable in this matter. In the same way, they will guarantee that these conditions are extensive, if applicable, to all the facilities for their employees.

Furthermore, in the case of denim garment manufacturers, the technique called sandblasting will not be used, consisting of pressure sandblasting, due to the risk it has on the health of the workers who perform it.

04

FREEDOM OF ASSOCIATION

Manufacturers will respect the right of their employees to associate, organize or collectively bargain without suffering any kind of sanction.

05

DISCRIMINATION

Manufacturers will not discriminate in employment and hiring practices on the basis of race, nationality, religion, disability, sex, age, sexual orientation, political association or affiliation, or any other situation.

06

DISCIPLINARY MEASURES, HARASSMENT, AND ABUSE

The manufacturers will not use corporal punishment, as well as physical or psychological abuse and/or any other type of harassment.

07

WORKING HOURS

Manufacturers will abide by applicable laws and industry rules regarding hours worked. Overtime must always be agreed to and adequately paid.

If overtime is performed, a maximum of two hours per day will be accepted. In the event that exceptional conditions occur in a timely manner, it is possible to modify this limit by accepting those situations that, with the characteristics described above, and being reasonable and logical, are always carried out in mutual agreement with the worker, never exceeding the maximum annual total overtime hours per year provided for in the legislation.

08

REMUNERATION

Manufacturers will ensure that wages strictly comply with all laws. Likewise, the legal minimum wage will be interpreted as a minimum, but not as a recommended level.

09

SUBCONTRACTING

Manufacturers and workshops can only carry out productions in factories authorized and verified by MANGO.

10

ENVIRONMENT

All the activity of the manufacturers will be carried out in a manner that respects the environment, also complying with the legislation and regulations provided. All manufacturers must sign the MANGO chemical product restrictions commitment document.

11

COMPLIANCE WITH CURRENT LEGALITY

Manufacturers must also comply with the applicable legislation in everything not provided for in the previous points.



Human rights and supply chain

OTHER ASPECTS

COMMUNICATION

A copy of this Code will be posted at the main entrances and exits of personnel at the manufacturer's facilities, both in English and in the local language. The aforementioned copy will include a contact email with MANGO in case any worker needs or wants to make use of it.

AREAS OF APPLICATION OF THE CODE

All the above points are mandatory applications for all those manufacturers with whom the MANGO group works.

In order to achieve this objective, the manufacturers will authorize the MANGO group to carry out reviews by themselves or through third parties to monitor the application of this Code.

In addition, they will provide supervisors with access to documentation and all the necessary means to carry out this task. These audits may be carried out on a scheduled basis or without prior notice.

CHECK

The application of the Code will be verified periodically in the different factories and facilities of the suppliers internally and externally, this verification may be carried out jointly with other organizations (NGOs, unions, etc.).



ACCEPTANCE AND COMMITMENT BY THE MANUFACTURERS

All manufacturers will accept and undertake to comply with all the points specified in this Code, and possible subsequent updates, signing and stamping all the sheets in a copy that will always be available at the MANGO organization.

CORRECTIVE ACTIONS

Any situation that involves non-compliance with the points above reviewed, will imply its correction by the manufacturer, for which a period will be established, not exceeding six months.

It should be noted that MANGO will participate in the aforementioned corrective actions by giving its technical support.

In the event that the corrections have not been applied within the referred period or in the case of serious situations of social emergency or other significant aspects for which manufacturers do not take the necessary measures to immediately correct, the MANGO group will cancel any relationship with the aforementioned manufacturer.



Channel of complaints in relation to this Code of Conduct:
lg_rsc@MANGO.com



Human rights and supply chain

SOCIAL AUDITS

Our tool to control the implementation of the MANGO Code of Conduct are external social audits, which are carried out in the suppliers' production centers (Tier 1). These audits can be initial (in the case of a new factory), follow-up (for the review of specific non-conformities), or maintenance (every one or two years depending on their result). In this way, all clothing suppliers are evaluated to ensure compliance with human rights.

THE INITIAL SOCIAL AUDITS CONSIST OF THE FOLLOWING STEPS

01 Interview with the managers and/or owners of the factories

02 A comprehensive review of factory facilities

03 Selection of sample of workers who are interviewed

04 Review of relevant documents

05 Closing meeting

If there are union representatives in the factories, this entire process is carried out jointly with them.

PERFORMANCE AREAS THAT ARE AUDITED

01 CHILD LABOUR

02 FORCED LABOUR

03 HEALTH AND SAFETY AT WORK

04 FREEDOM OF ASSOCIATION

05 DISCRIMINATION

06 DISCIPLINARY MEASURES, HARASSMENT, AND ABUSE

07 WORKING HOURS

08 REMUNERATION

09 SUBCONTRACTING

10 ENVIRONMENT

11 COMPLIANCE WITH CURRENT LEGISLATION

Human rights and supply chain

Our internal management tools allow us rapid and up-to-date access to the database of our suppliers' production factories. All suppliers must declare their production factories and assign them to each of the confirmed collections. In this way, all the departments involved in the process, such as Quality, Purchasing and CSR teams, have access to this information.

In 2017, MANGO joined amfori, the main global trade association dedicated to transparent and sustainable trade. With the Business Social Compliance Initiative (BSCI) we work together to improve the social performance of our supply chain. Being a member of amfori implies adherence to the BSCI Code of Conduct, which is based on the same principles as the MANGO Code of Conduct.

In the line of continuing to work with strategic allies in our supply chain, in 2018 MANGO joined Sedex Global to work together to improve the social performance of our chain, thus achieving greater control and scope in all our countries of production.

Amfori and Sedex are key partners of MANGO to improve traceability, as well as to optimize efforts in conducting audits. Many of the factories that produce MANGO collections are already part of BSCI / Sedex Global and the number of factories that are within these systems is increasing.

Using the BSCI / Sedex Global platforms and working together with other member brands has advantages such as increasing negotiating power and optimizing resources. In addition, the increase in the number of factories adhering to the amfori and Sedex Global programs contributes to reducing audit fatigue for both factories and MANGO as the management of new audits is considerably reduced. This optimization of the time allows us to focus more attention and work on the correction plans and to make a more exhaustive follow-up of the progress.

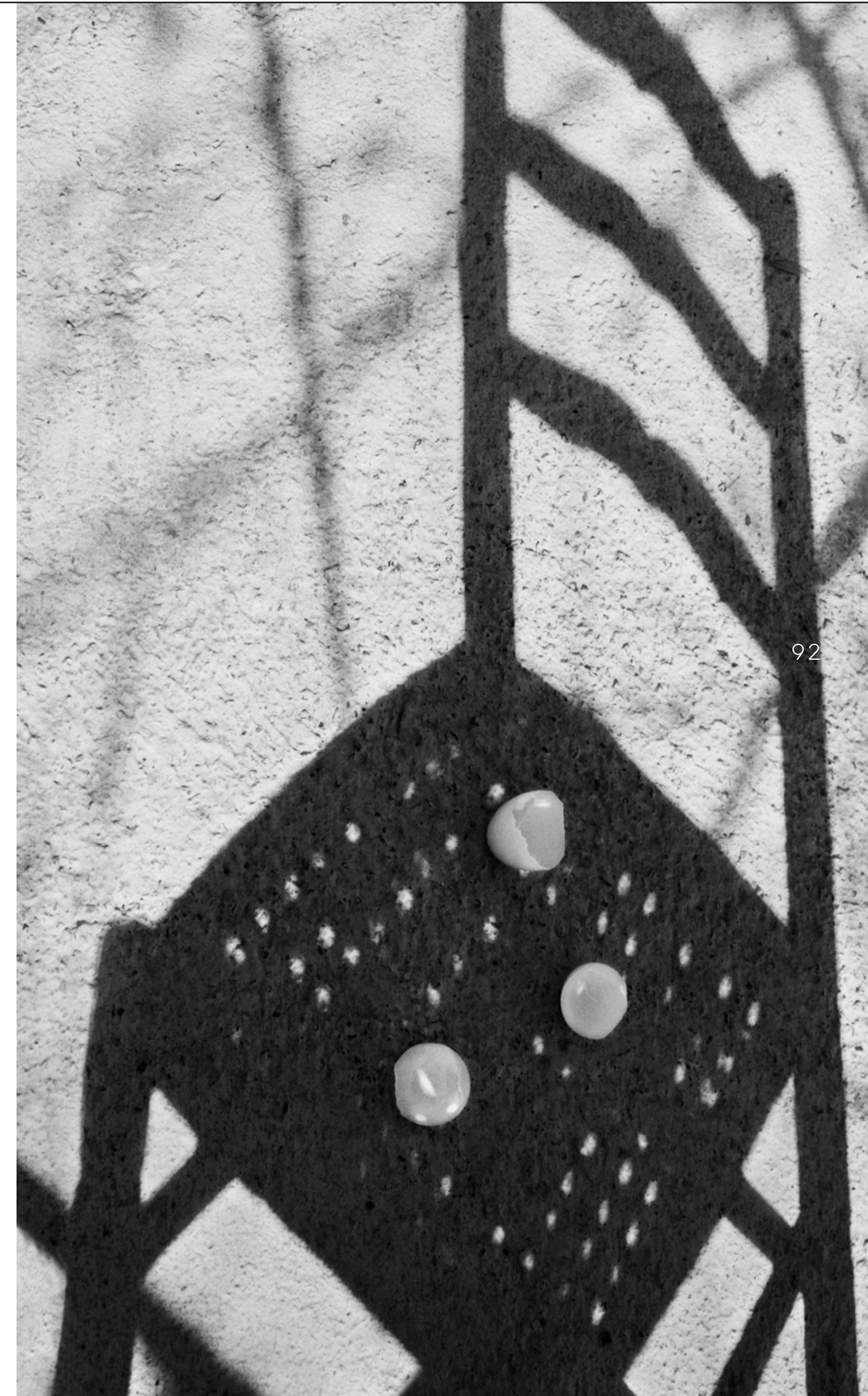
In the event that a breach of the Code of Conduct is detected, a corrective action plan and a calendar are specified that will determine the subsequent review in the follow-up audits of the non-conformities. These plans include a commitment to improving by suppliers to provide a more sustainable and safe work environment.

If adequate corrective actions have not been taken to resolve the non-compliances or there are significant deficiencies, appropriate action is taken with the factory and/or supplier.

MANGO applies a zero-tolerance policy if there is a situation of child labour, forced labor, serious risk to the health of workers, foreign workers in an irregular situation, or unethical behavior.

If a local union reports any incident, the analysis and resolution is carried out jointly by MANGO, the union, and the organizations involved with whom we have a CSR agreement.

Due to the global situation caused by Covid-19, in cases in which the BSCI social audit was due to expire during the months of the pandemic and in which it is not possible to carry out a follow-up audit or a new audit, for health reasons and safety in production centers, amfori BSCI extends the expiration date of the social audit for three months, extendable until the audit can be carried out successfully.





Human rights and supply chain

SOCIAL AUDITS BY COUNTRY

The Social Compliance team of the Corporate Social Responsibility department is in charge of verifying that all our production centers have a social audit that complies with the MANGO Code of Conduct.

In the event that the factory does not have a previous certificate accepted by MANGO, the audit procedure is launched through external auditors. These external audits are carried out by different first-level auditing companies. On certain occasions, the CSR Social Compliance team joins the external audits or, for its part, monitors a specific aspect of the Code of Conduct.

REMOTE SOCIAL AUDITS

For cases in which physical access to a factory is not possible due to the specific situation of each country owing to mobility restrictions caused by Covid-19, online audits have been carried out with video and voice technology where the remote auditor interviews the workers to evaluate the conditions of their factory in the physical presence of an external person, belonging to the auditing company, thus ensuring the freedom of expression of the interviewed workers and verifying each one of them in situ the areas of compliance with the MANGO Code of Conduct. Previously, the remote auditor has worked with the factory's CSR manager to verify the evaluation criteria of the social audit.

In 2020, the number of social audits promoted by MANGO has decreased compared to the previous year, due to the global situation caused by Covid-19 and the three-month validity extension agreed by amfori BSCI.

In 2020:

148
SOCIAL
AUDITS
(2019: 273)

69 WITHIN
THE BSCI
OR SMETA
FRAMEWORK

79 MANGO
CODE OF
CONDUCT

COUNTRY	NUMBER OF FACTORIES AUDITED	%
TURKEY	39	26.35%
CHINA	25	16.89%
VIETNAM	25	16.89%
MOROCCO	17	11.49%
PORTUGAL	9	6.08%
BANGLADESH	8	5.41%
INDIA	8	5.41%
SPAIN	7	4.73%
PAKISTAN	6	4.05%
BULGARIA	2	1.35%
CAMBODIA	1	0.68%
MYANMAR	1	0.67%
TOTAL	148	100%

Human rights and supply chain

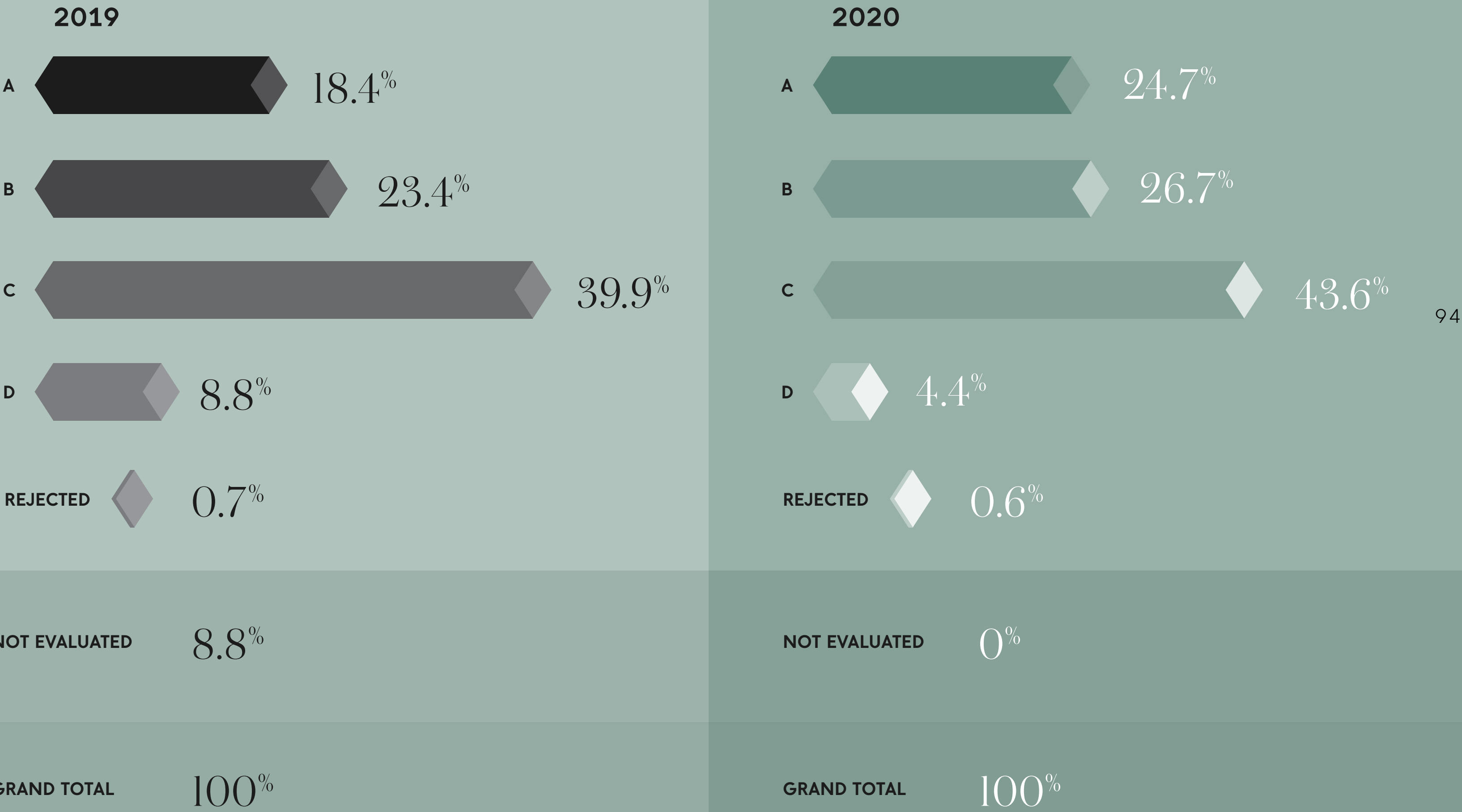
FACTORY EVALUATION

After conducting the social audit, the results are evaluated following the MANGO production center approval protocol.

In 2018, a new factory rating system was implemented in line with the amfori results standard. It grants ratings from A, as the highest rating, to E, the lowest rating, based on the non-conformities found in accordance with the MANGO Code of Conduct. It is the same qualification criterion that the MANGO Quality department follows, thus allowing factories to standardise their processes.

At the end of 2020, 100% of MANGO's production factories already had a rating assigned according to this criterion.

RESULTS OF THE EVALUATION PROCESS OF THE TOTAL FACTORIES LEVEL I (TIER I)



Human rights and supply chain

Aware of the worldwide impact of Covid-19 on our supply chain, the Corporate Social Responsibility department has been consulting with suppliers in the supply chain to learn first-hand about the most relevant impacts caused by Covid-19 on their production factories.

In 2020, due to the global situation caused by the Covid-19 pandemic, several conflicts regarding labour and human rights have been resolved in MANGO's production centers in Myanmar and Bangladesh. The resolution has always been carried out in collaboration with the organizations involved, local unions, and under the MANGO agreement with CCOO Industria signed in 2018.



HIGG INDEX AS SOCIAL AND LABOUR IMPACT MEASUREMENT TOOL

At the beginning of 2020, MANGO joined the Sustainable Apparel Coalition (SAC), which is the main alliance of the textile, footwear, and clothing industry for sustainable production. The SAC has developed the Higg Index, a set of tools that standardizes the measurement of the sustainability of the value chain to all industry participants. These tools measure the environmental, social, and labour impacts throughout the value chain.

With this data, the industry can identify critical points, points of continuous improvement in sustainability performance, and thus achieve transparency at all levels, as our partners and consumers demand.

In 2021, the CSR Social Compliance team will start in MANGO's production centres with the Higg Facility Social and Labor Module (Higg FSLM) that promotes safe and fair, social and working conditions for workers in the value chain worldwide. Production sites can use the Higg FSLM scoring assessment to identify critical points for impact and improvement.

By using this tool, MANGO intends to contribute to the effort made by the entire industry to reduce audit fatigue, which will allow a greater focus on significant improvements in social and working conditions in global supply chains.

Human rights and supply chain

SUPPLIER TRAINING

After the success of the training carried out in China and India in 2017, Bangladesh and Turkey in 2018, Spain and Portugal in 2019, MANGO is committed to continue delivering its at origin training program, adapting to the new circumstances and moving face-to-face training to an online format until the global situation of restrictions allows for it to be carried out at origin.

These training were given directly by the CSR team and Quality Team together with some of our local strategic allies.

The main objective is to develop capacity building to improve working conditions, raise awareness in aspects related to human rights throughout the value chain as well as environmental aspects, to improve overall sustainability. The valuation of these formations is very satisfactory for both parties, therefore, they will continue to be carried out in other countries, increasing the focus of the themes by country. For next year online training is planned to take place in Myanmar, Bangladesh, and India.

In addition, the new MANGO suppliers carry out online training specific to all departments involved in the process of production of collections through the new internal tool training "MANGO HUB e-learning Platform" launched in January 2020. Through this new platform, the new providers registered in the system receive specific training that includes multimedia and interactive content based on the new Quality and Processes Manual.

Both face-to-face training and now in an online format, contribute to fostering due diligence in our supply chain suppliers to reduce the number of non-compliances during social audits thus contributing to our commitment to improve conditions in production centers.

Continuing with this commitment, at the end of 2020, MANGO organized the first "VENDOR DAYS", an online meeting point to inform all our suppliers the projects that MANGO has implemented and of which they are also an important part of its achievement. It fits highlight the participation of senior management, who detailed the commitments and MANGO objectives to follow within the next few years involving in this way for your success to all the suppliers of our value chain. Different departments involved in the product had the opportunity to expose the news of each area, as well as the new changes towards MANGO's digital transformation.



Human rights and supply chain

ALLIANCES

For MANGO, alliances with other organizations are key to ensuring efficient and responsible management of its supply chain. The strategy is to continue our commitment to alliances to achieve our objectives which are also in line with the Sustainable Development Goals.

AGREEMENT WITH UNIONS TO IMPROVE THE CONDITIONS IN THE SUPPLY CHAIN

MANGO - CCOO DE INDUSTRIA

MANGO signed a groundbreaking agreement in 2018 the General Secretary of CC.OO. Trade Union which formalised the collaboration between both organisations in recent years, to strengthen and protect the rights of the workers who make our products and work together towards a more sustainable textile industry. It mainly focuses attention on aspects such as freedom to join a trade union, the right to health and social security, guaranteeing a minimum wage, and eradicating discrimination. in the production factories of our supply chain.

For some years now, we have also provided a list of the garment and accessories factories we work with, which led to the publication of Level 1 (Tier 1) factories on the MANGO corporate website in October 2020.

BANGLADESH TRANSITION ACCORD

READY-MADE-GARMENTS SUSTAINABILITY COUNCIL (RSC)

Six years after the establishment of the Bangladesh Accord on Fire Safety and Construction, significant progress has been made towards a safer and healthier textile industry in Bangladesh. Through the 2019 Transition Agreement, this progress has been maintained and is moving forward. In May 2020 the Ready-Made-Garments Sustainability Council (RSC onwards) took over assumed the role of permanent safety control body in the ready-made garments sector in Bangladesh.

The RSC is a private initiative of Bangladeshi industry, global brands, and local and global Bangladeshi unions. The RSC has inherited the operations, staff, policies, and infrastructure of the local Bangladesh Accord office and has full capacity to implement health and safety inspections or monitor factory remediation plans, among other functions.

*IN THE LAST YEAR, THE
MANGO FACTORIES
INSPECTED BY
THE EXPERTS OF
THE BANGLADESH
ACCORD REFLECT A
REMEDIATION AVERAGE
OF*

95%



For more information check:

<https://www.rsc-bd.org>

bangladeshaccord.org

Human rights and supply chain

MIGRANT WORKERS IN TURKEY

At the end of 2018, MANGO signed an agreement with the United Work organization, an NGO that has developed a social project in support of Syrian refugees working in Turkey. This project was launched by the Dutch government with funds from the ILO (International Labor Organization).

This initiative makes it easier for our suppliers in Turkey to recruit migrant workers within the Turkish legal framework. United Work offers advisory services, assistance with work permits, adaptation and training modules and access to the labour market.

In 2020, United Work, placed more than 2,957 refugees with work permits and social security in Turkey, trained more than 1,169 refugees and facilitated more than 227 refugee entrepreneurs to establish their businesses.

For more information consult:

<https://unitedwork.com.tr/>



AMFORI WOMAN EMPOWERMENT

MANGO is participating in the amfori Woman Empowerment project that offers training to women in India and Bangladesh (Shobola project).

This project trains women workers in the production chain to advance their professional careers and raises awareness on issues related to gender, sexual harassment, and discrimination by workers and managers. These awareness-raising activities promote gender equality and the empowerment of women and girls.

The Shobola project aims to empower women who work in the textile sector. Specifically, they have designed a systematic approach to sensitize managers on gender equality in order to empower female workers through leadership training and capacity building.

The project is close to its last implementation phase, which has meant that thousands of working women and also from the community are acquiring the ability to assume greater responsibility within the work environment.

For more information consult:

<https://www.amfori.org/>



SOCIAL FORUM OF THE FASHION INDUSTRY

In April 2019, the creation of the Fashion Industry Social Forum, which MANGO joined as a promoting member, was publicly presented. The Forum is made up of trade unions, NGOs, various academic circles, as well as Spanish multinationals, large fashion companies, together with Spanish business organizations in the fashion sector.

The Forum aims to be a meeting point for different groups of interest that focuses its attention mainly on sustainability in the globalisation process of the fashion industry, the defence of decent work, the environment, consumption and sustainable taxation.



Society

To ensure that our products meet required quality and safety standards, we analyse 100% of our garment collections, accessories and footwear in all colours.



Society

PRODUCT SAFETY:
COMMITTED TO THE HEALTH OF
OUR CLIENTS

A sample of each article is sent to the AITEX laboratory, where all the analyses are carried out, through this process we ensure the homogenization of the test methods and facilitate the supervision and management of results.

Similarly, since 2016 an internal control procedure for the review of substances has been implemented, randomly selecting samples from the production line once they arrive at the warehouses.

AITEX TEXTILE TECHNOLOGY INSTITUTE

The internationally recognised AITEX laboratory, is part of the Swiss organization Oeko-Tex, which, through the issuing of certificates, guarantees the safety of the product and the absence of harmful substances above legal limits. AITEX is recognised and accredited at the highest levels, and has sufficiently technologically advanced equipment to offer laboratory R + D + I services at a national and international level.

www.aitex.es





MANGO CHEMICAL STANDARD

PARAMETERS	APPLICABLE LIMITS	APPLICATION AREA	TARGET LIMITS	TESTING METHODS
Alkylphenols (1)	100 ppm	Textiles and leather	0.2 ppm	Solvent Extraction, GC-MS (AP) & LC-MS (APEO) analysis.
Antimony	5 ppm	Polyester textiles	1.0 ppm	ISO 105-E04 acid perspiration extraction & ICP analysis.
Arsenic	Not detected (0.06 ppm)	All the products	0.06 ppm	ISO 105-E04/ acid perspiration extraction & ICP analysis. (Extractable)
Azo dyes (Arylamines) (2)	20 ppm	All the products	0.1 ppm	EN 14362-1:2012. ISO 17234-1:2010; ISO 17234-2:2011 @ Leather. EN 14362-3-GB/T 17592- GB/T 23344 (4-aminobenzene)
Benzenes and toluene-carriers (3)	1.0 ppm	Polyester, silk, and wool textiles	0.1 ppm	Solvent Extraction & GC-MS analysis.
Biocides (4)	Not detected (1.0 ppm)	Natural textile fibres	1.0 ppm	Extraction/ Derivation followed by GC-MS analysis.
Cadmium	5 ppm	Textiles, excluding synthetic leather	1.0 ppm	EN 1122-2001/ Acid Digestion followed by ICP analysis. (Total)
	75 ppm	Natural synthetic leather, metal products		
Chromium (VI)	3 ppm	Leather products	1.0 ppm	DIN 53314-1996 UNE EN 17075:2017
Dimethyl Fumarate (DMFU)	Not detected (0.1 ppm)	Textiles and leather	0.1 ppm	Solvent Extraction & GC-MS analysis.
Disperse dye allergens (5)	50 ppm	Synthetic textile fibres	1.0 ppm	DIN 54231
Formaldehyde	16 ppm	All textile and leather products for babies	5 ppm	Textiles: JIS L1041: 2000/ EN ISO 14184-1:2011 Leather: ISO 17226-1
	75 ppm	All textile and leather products, in direct contact with the skin		
	300 ppm	All textile and leather products, which do not come into direct contact with the skin		
Lead	5 ppm	Textile products excluding synthetic leather	1.0 ppm	EN 1122-2001/ Acid Digestion followed by ICP analysis. (Total)
	90 ppm	Synthetic leather, natural leather, and metals		
Mercury	Not detected (0.006 ppm)	All products	0.006 ppm	ISO 105-E04 acid perspiration extraction & ICP analysis. (Extractable)
Nickel	Not detected (0.2 µg/cm² week)	Metals hich may be ingested by the human body	0.2 µg/cm²/week	UNE-EN 12472:2006 + A1: 2010 UNE-EN 1811:2011 + A1 :2015 UNE-EN 16128:2011
	0.5 µg/cm²/week	For other metal products		
Compuestos orgánicos de estaño (TBT, DBT, TPhT, DOT)	Not detected (0.5 ppm)	Textile products	0.5 ppm	Extraction/ Derivation followed by GC-MS analysis.
Pesticides (6)	Not detected (0.05 ppm)	Natural textile and leather fibres	0.05 ppm	Extraction/ Derivation followed by GC-MS analysis.
PFCs (Perfluorocarbons)	1 µg/m² PFOS	Textile products	0.001 ppm	Solvent Extraction & GC-MS analysis.
	Other: ⁽⁷⁾ 0.1 ppm			
Phenolic compounds (PCP, TeCP)	0.05 ppm	Textiles and leather for babies	0.02 ppm	Solvent Extraction & GC-MS analysis.
	0.5 ppm	Textiles and leather> 3 years		
Phthalates (8)	One: 500 ppm Suma≤ 1000 ppm	PVC articles, flexible plastic and plastisol prints	0.3 ppm	CEN-ISO-TS 16181, TS 16181 EN 14372 UNE-EN ISO 14389:2014 Solvent Extraction & GC-MS analysis.
Polycyclic aromatic hydrocarbons	1 ppm	Synthetic fibres, plastic articles and materials with coverings	0.5	Solvent Extraction & GC-MS analysis. 100
	0.5 ppm	Synthetic fibres, plastic articles and materials with coverings for babies, in direct contact with the skin		
Short-chain chlorinated paraffins	Not detected (100 ppm)	In textiles and leather	0.3 ppm	Solvent Extraction & GC-CE analysis.
Solvent residues	Benzene: 5 ppm Other: 3000ppm	In textiles and leather	Benzene: 5 ppm Other: 3000 ppm	Solvent Extraction & GC-CE analysis.

Society

This standard is periodically reviewed according to current legislation and mandatory compliance in all the countries where we market our products, in addition to the REACH regulation and the Annex on Substances of Extreme Concern, among others. Furthermore, a manual was developed on each of the substances that are analyzed in the standard, detailing the test methods, toxicology, applicable legislation, as well as the applicable legal parameters for the safety of children's collections.

The acquisition of raw materials for production is a key factor in the safety and final quality of our products, it is for this reason that we make sure that all our suppliers receive the standard updated previously at the beginning of each season and have knowledge of the key aspects of the procedure.

FINAL INCIDENTS DETECTED OF THE TOTAL COLLECTIONS OF GARMENTS AND ACCESSORIES

All of them have been managed individually, taking the appropriate measures in each case.

TYPE OF SUBSTANCE	2019	2020
ALKYLPHENOLS	0	1
ARILAMINES	3	1
CADMIUM	3	0
PHENOLIC COMPOUNDS	22	3
ORGANOSTAIN COMPOUNDS	5	3
CHROME (VI)	0	1
PHTHALATES	4	7
FORMALDEHYDE	7	29
HYDROCARBONS AROMATIC POLICYCLES	1	0
NICKEL	1	1
LEAD	14	22

CHEMICAL CONTROL IN THE PRODUCTION PROCESS

The use of chemical substances begins in the production of raw materials but continues throughout the production process, so supervision at origin is also essential. For this reason, MANGO signed a collaboration agreement with Greenpeace in its DETOX project, the objective of which is to eliminate any hazardous chemical used during production processes (see more details in the Environmental Issues section).



Society

MASKS — COVID-19

After the crisis caused by Covid-19, product safety and health have become of crucial importance to the companies, highlighting the importance of being able to respond quickly and find solutions to critical situations.

It is for this reason that during 2020 MANGO has added new products for sale (hydroalcoholic masks and gels) aimed at protecting the health and safety of the customer.

The Textile Technological Institute - AITEX has carried out the fabric tests for masks and masks for MANGO following the standards created by the official standardization body in Spain UNE. The tests are carried out according to the applicable standards for different types of masks: surgical and hygienic masks (reusable and single-use) and FFP2 masks (PPE's). These standards specify the test methods to homologate them according to the EN14683 + AC: 2019 standard, following its most current version.



Society

CUSTOMERS

Today, the customer is much more informed than previously and is therefore much more demanding. They also interact with the brand in many more points of contact: stores, social networks, etc.

The major challenge is to ensure that the customer experience, irrespective of the channel, is memorable. To achieve this, it is essential to have better communication with the customer and understand how and when they interact with the brand.

That is why in 2018 we created the Customer Department, whose primary goal is to mentor the entire organization and place greater emphasis on the Customer.

This department is also responsible for designing and implementing initiatives that allow us to better know and understand our clients in order to design personalized experiences.



MANGO LIKES YOU

In the first half of 2019, MANGO Likes You, the new MANGO Loyalty Club was launched in Spain and France. This club was created with the purpose of creating closer ties with customers through experiences related to the brand's themes: sustainability, culture, and community.

The customer can accumulate Likes (points) both for the purchases they make at MANGO and for other initiatives, for example, if they bring garments to be recycled at our stores.

These accumulated Likes can be redeemed later for discounts on new garments in the collection or you can transfer them to different NGOs such as the Vicente Ferrer Foundation or Doctors without Borders to collaborate in solidarity projects. Alternatively, Likes can be redeemed, if you prefer, for movie tickets, e-books on Rakuten Kobo, or Premium subscriptions to Spotify or HBO.

Following the great launch success in Spain and France, MANGO has implemented the program in 6 new countries in 2020: Belgium, Luxembourg, the Netherlands, the United Kingdom, Germany, and Portugal. Currently, the program already has more than 5.5 million active clients.

CUSTOMER VOICE

A clear example of this determination to better understand the needs of our customers has been the launch of the Voice of Customer program.

This initiative allows us to better understand the quality of our customers' shopping experience. Based on the information captured in the satisfaction surveys answered by our customers, we can design and/or prioritize initiatives of various kinds, with the aim of constantly improving their shopping experience, both in the physical store and online.



Society



IPAD SERVICE IN STORES
(ENDLESS ISLE SERVICE)

This service, available since 2011, allows our stores to make the purchase in the online channel of items that are unavailable in-store. If a customer is interested in a product and finally its size or color is not available in the store, our assistants are able to validate if there is stock available in the online stores and request it to receive it in the same store or even to have it sent directly to the home of the client. With this system, we can finalize the sale and satisfy the customer's need.

CLICK & COLLECT

Customers who buy online and select store pickup will receive, as long as the selected store has stock, a notice to pick up their order on the same day at that store. With this service, MANGO improves the customer experience so that the customer can enjoy their purchase sooner than expected.

This initiative, which has been available in the United Kingdom since October 2017, was extended throughout 2019 to Spain, Ireland, Portugal, the Netherlands, Hungary, Croatia, and France. During 2020, the service continued to expand to new countries: Austria, Belgium, Finland, Italy, Poland, the Czech Republic, Sweden, and Turkey.

SHIP FROM STORE

Online customers in London have the option to have their order delivered to their home on the same day or the next day if the Oxford Street store has the product available in their warehouse. This service is available for now at the Oxford Street store in London.

With this service, together with click & collect, MANGO is committed to the integration of online and offline channels, which leads to not only a reduction in delivery times for the customer but also an improvement in the optimization of stock.



Society

PERSONALIZED EXPERIENCE

In order to be able to offer our customers unique experiences, browsing MANGO.COM also includes personalized content and recommendations for garments that would best suit their interests. Customers will be able to see in the garment detail file a "You may be interested" garment module with which to continue discovering other MANGO products that they might like, as well as in the shopping bag, where they will be able to see additional recommendations with their favorite products.

With the personalized browsing experience, we also want to make the experience as easy as possible for our customers, with services such as being able to also view the status of their order once they enter our website.

All initiatives aim to offer our customers the best possible experience.

SIZE ADVISOR

Our MANGO online customers have the option to use a size advisor. It is a very comfortable service for the customer, since, on entering basic measurements such as weight, size, or height and answering questions about how you usually like to wear the garment; loose, tight, etc., they will be advised on the most appropriate MANGO size, without the need to know body measurements such as hips, waist or chest.

This service is the result of our effort to facilitate the customer's online shopping experience, since size selection is one of the most important barriers in buying online, compared to buying in the store, where you can try on the garment before buying it.

CHATBOT

In July 2020, MANGO started a project focused on committing to the automation of some services in order to improve the experience of our clients. Hence the MANGO Chatbot was born, already available in 15 countries: Austria, Belgium, France, Germany, Italy, the Netherlands, Poland, Portugal, Russia, South Korea, Spain, Switzerland, Turkey, the United Kingdom and the United States.

This online assistant is an extension of the entire Customer Service team. Thanks to them, we have been able to find out what our customers most frequent doubts are and include them in this new service which is available every day of the year and at any time on our Web platforms (Web Mobile and Desktop).

The Chatbot can provide an immediate response to numerous queries related to the status of an order, the availability of products in our stores, our shipping and returns policy or the measures taken by MANGO in the context of Covid-19. The content has focused on a first phase in the post-sale context, which is the most common area for our customers to have doubts, although it is a live service that adapts to needs as they arise, and therefore, we will expand in a second phase with Pre-Sale.



Society

QR CODE SCAN

We also offer the customer the option to scan the QR code present on our labels so that they can easily access more information about the product, personalized product recommendations, or consult the total look. This service helps to enrich their experience of the physical store by using their mobile device.

FASHION ASSISTANT

The new service of the MANGO APP is a chatbot that helps users find articles through image recognition or voice search, thus offering a unique and personalized experience.

The service is started by activating the Fashion Assistant on the MANGO APP, both on iOS and Android platforms. The user sends a photo showing a garment they like and we suggest similar garments available at MANGO, offering the user the option to purchase the garment directly from the APP or check its availability at their nearest store.

CUSTOMISATION OF GARMENTS

Our customers can now customise shirts, polo shirts, jackets, or blazers, as well as different accessories from the MANGO Man collection, choosing from embroidered initials and icons. They can choose between different fonts and an extensive catalog of icons to customize the garment and make it unique and special.

Currently, the customisation area is already available in stores in several cities in Spain such as Barcelona, Madrid, Malaga, San Sebastián, Seville, and Valencia and online in several countries such as Spain, Italy, France, United Kingdom, Netherlands, and Portugal.



Society

DIGITAL FITTING ROOM

We currently have about 60 fitting rooms that we have implemented in eight of our most emblematic stores in cities such as New York, Madrid (Serrano and Preciados), Barcelona (Palmera), Lyon, Lisbon (Restauradores), London (Westfield), and Warsaw.

The digital fitting room consists of a touch screen installed on the mirror of the fitting rooms. It works by scanning the barcode of products and has three main features without leaving the fitting room:

- › It offers the customer the option of requesting a different size or color to the one in the fitting room.
- › It suggests garments that match the scanned garment to complete the look.
- › It requests the attention of staff in-store without having to leave the fitting room.

Store personnel receive requests via a smart watch which allows them to respond to customer needs quickly. Customers have warmly welcomed the initiative, which they consider innovative and very practical.

E-RECEIPT

In mid-2017, this service was launched in some of our stores in Spain and the United Kingdom. This service allows the customer to receive the receipt to their email account. Therefore, if they wish to exchange or return a garment, they can simply consult the receipt in their inbox. At the same time, if the customer has an account on our website or has downloaded the App, they can check their purchase history in the "My Purchases" section.

Since then, this service has been implemented in more countries, being available at the end of 2020 in nine countries in which it has been widely accepted for its convenience and for the support from our customers to all initiatives that result in reduced paper consumption.

Looking ahead to 2021, we will continue to expand the e-receipt with the MANGO Likes You program to more markets, in order to facilitate access to information on our customers' purchases, and to do away with paper receipts in all transactions.

YOUR CHOICES MAKE US: CO-CREATION

MANGO is also committed to co-creation with its clients. Our Instagram followers, who now number more than eleven million people, have been able to participate in the creation of the Spring-Summer 2020 collection. Through this initiative we want our clients to participate in decision-making regarding designs and for them to help us select which products will be available in our stores.

Society

CUSTOMER SERVICE:
A PRIORITY FOR MANGO

Offering our customers good service is key to them enjoying a good shopping experience. We must ensure that our customers feel well looked after and advised by our staff in-store. We are conscious of the daily challenge to offer our customers the best possible service.

In addition to the stores, customers have various communication channels through which they can contact us. At our headquarters, we have a specialised department that deals with any query, doubt, or suggestion in more than twenty different languages.

The management of personal information is part of our commitment to customers who require trust in their relationship with the organization. For this reason, we see the data protection of our customers as much more than a legal obligation. It is a moral obligation and a prerequisite for success. For this reason, all information regarding personal data used in our organization is protected in accordance with the stipulations in the different applicable laws and regulations.

The customer service teams are in direct contact with the customer for managing queries. In the case of claims, complaints, or compliments, they are sent to the departments involved so that they are aware of them. In the event that they request information with specific details, the customer service teams contact the corresponding departments within the company so that they can provide them with more specific information that satisfies the customer's query.

3,489,469 *

*NUMBER OF
QUERIES*

(2019: 2,778,139 number of inquiries)

95%

*RESOLUTION
OF INQUIRIES*

(2019: 98% resolution of inquiries)

* The increase in inquiries is directly linked to the growth of the online business.



42%

*INFORMATION
REQUESTS*

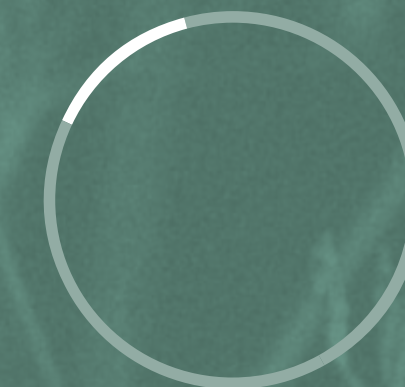
(2019: 49%)



40%

COMPLAINTS

(2019: 38%)



18%

OTHER

(2019: 13%)

Society

PRESENCE ON SOCIAL MEDIA

Social networks play a leading role in MANGO's communication strategy. Not only do they allow the brand to maintain two-way communication with millions of followers around the world, but they are also a key channel for sharing exclusive content that helps connect the brand with its fans on an emotional level.

To do this, we create and adapt content to meet the expectations of the users of each of the networks in which we are present: Instagram, Facebook, LinkedIn, Tiktok, Pinterest, Youtube, and Twitter.

27 M
*FOLLOWERS ON
SOCIAL MEDIA*

14
PROFILES

8
PLATFORMS

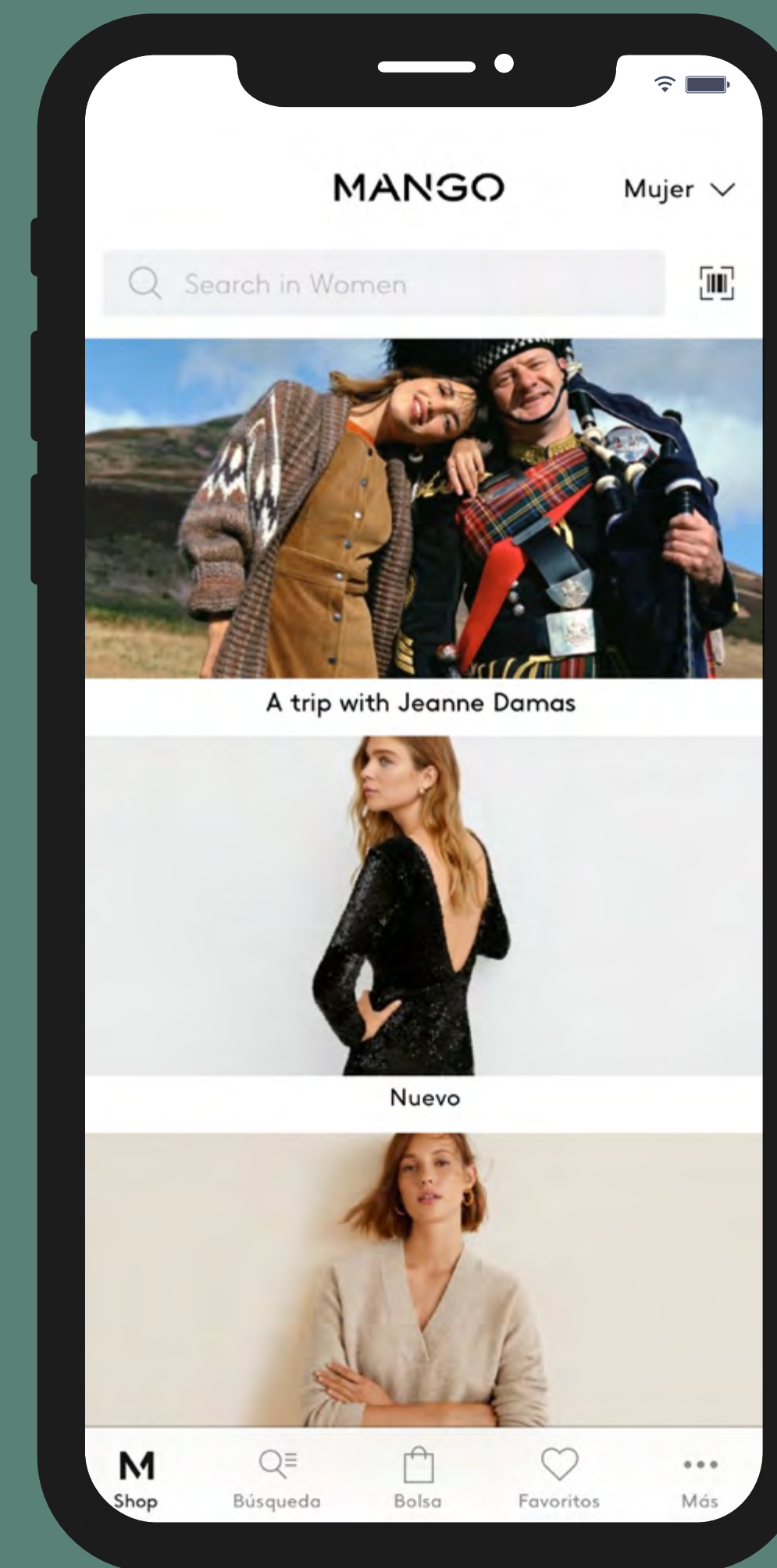


E-COMMERCE AS A PILLAR OF MANGO

The digital business has strengthened during 2020, accelerating its growth in the face of restrictive measures throughout the year in physical stores. Customers have bolstered online consumption which constituted over 42% of the company's sales, a much higher percentage than the 24% in 2019. These results consolidate MANGO's position as a key player on-line.

Mango is also increasingly committed to creating a multi-channel personalised service; a modality that has been and will continue to be a key area of development for the company.

Lastly, we would like to highlight the huge success of the Kids line in 2020 and the reduction in customer returns.





Society

CAMPAIGNS

2020 | SUSTAINABILITY REPORT | NON-FINANCIAL INFORMATION STATEMENT

MANGO

MANGO SPRING / SUMMER 2020 CAMPAIGN

MANGO continued using the Shared Moments concept in the campaign for the Spring / Summer 2020 season. Images and video captured by iconic British photographer Glen Luchford showed models Anna Ewers and Rebecca Leigh Longendyke, two of the protagonists of the Shared campaign Moments Ol19 and Vittoria Ceretti, Kit Butler, and Hamid Onifade in a new summer getaway, and shot their adventures in in the Mexican cities of Valladolid and Mérida.

Shared Moments was inspired by the concept of togetherness previously found in the brands communications. The campaign emphasised the spirit of community through a video and images that extolled the intimacy and naturalness of the shared moments, celebrating of complicity and, mom.ents of complicity and self-expression.

IMPROVED, A COLLECTION CREATED WITH TECHNICAL FIBRES

MANGO Man launched the Improved collection to show its commitment to innovation, creating a collection with technical fibres and clean silhouettes to support the dynamic lifestyle of the contemporary man.

The fabrics used are thermoregulatory, offering optimal breathability and resistance to wrinkles, thanks to this technology the garment holds on effectively to its form. All the garments in this collection are waterproof and machine washable. These features allow the look to remain flawless throughout the day.

LIFE IN BLOOM, A MESSAGE OF OPTIMISM TO THE WORLD

The Summer 2020 campaign photographed by Cass Bird and starring Andreea Diaconu, Kaya Wilkins, Jill Kortleve, Oumie Jammeh, Boyd Gates, and Anders Hayward was an aimed to bring some excitement to daily life by planning the next story that we will create with our loved ones. The Life in Bloom campaign reflected the new situation that we have been living in and the renewal of energy after months of physical distancing which saw us growing closer to our community, enjoying nature and making the most of enjoying the things we had missed.

As in the last spring/summer 2020 campaign, MANGO opted to give a voice to its community, involving them in the shooting of the campaign through instagram. The followers of the brand had access to the filming and were able to know other exclusive details such as the location, the set, decide what scenes they wanted to see, or discover some of the clothes and colors that were revealed bit by bit throughout the filming.



Society

COLLECTIONS

2020 | SUSTAINABILITY REPORT | NON-FINANCIAL INFORMATION STATEMENT

MANGO

COMFY COLLECTION, THE NEW EVERY-WEAR TREND

MANGO launched a collection for women and men, which takes its cue from the so-called New Normal. Today we spend much more time at home, teleworking is part of our lives and our outdoor activities have changed. To adapt to the needs of our customers, MANGO has created a proposal for versatile garments that are easily adapted to a variety of occasions: both inside and outside the home. The objective of this collection is to propose an easily achievable and comfortable final look. Right now, dress codes are being replaced by casual outfits as our go-to look.

ACTIVE COLLECTION

MANGO launched its first activewear collection, a capsule of comfortable garments focused different activities related to the well-being of the body and mind, such as yoga, dance, meditation, or Pilates, to name a few. The brand thus joins the fitness wear trend, one of the most popular recent trends.

Using the slogan: The Wellbeing Community, MANGO presented a campaign that fosters community values by supporting connections among its members, sharing knowledge and generating conversations between them, all with the aim of enhancing physical and mental well-being. For this launch and throughout 2020, a series of classes and live talks were held on MANGO's Instagram profile, addressing different disciplines and topics related to the promotion of well-being.



Society

OUR CARDS

2020 | SUSTAINABILITY REPORT | NON-FINANCIAL INFORMATION STATEMENT

MANGO

MANGO CARD (SPAIN)

A completely free of charge payment card that offers an immediate 10% discount on the first purchase. Among other advantages, it allows card users to recover 1% of all purchases they have made outside MANGO. This cash-back is applied to their next purchase in any MANGO store and at any time of the year.

The card also offers exceptional methods of payment in instalments (6 months interest-free without commissions) and the possibility of benefiting from exclusive promotions, gifts and attending brand events, showrooms, etc. In addition, MANGO collaborates with over twenty beauty and leisure brands so that cardholders can enjoy exclusive offers and discounts.

MANGO GIFT CARD

Offers our customers a new way to gift fashion. It can be purchased at any MANGO, MANGO Man, MANGO Kids, and Violeta by MANGO store, and the customer can choose the desired amount for whichever occasion. We also have a MANGO virtual Gift Certificate that can be used at our online store as well as the multi-channel Gift Card which can be used both in physical and online stores.

Society

SOCIAL ACTION

WE ARE HELPING TO GENERATE A POSITIVE IMPACT ON SOCIETY THROUGH SOCIAL ACTION

MANGO's commitment to social action seeks to support entities (foundations, NGOs, associations) that are dedicated to social and cooperation fields and whose commitment is in line with our values.

We monitor these entities closely to ensure transparency and traceability in these projects.

Our collaboration focuses on the following areas of action:

01 Financing of infrastructures directly related to projects in the field of family, health and education

02 Integration through training

03 Social and health care

04 Medical research

05 Humanitarian emergency





Society

ECONOMIC COLLABORATIONS

BARCELONA

FERO FOUNDATION (CANCER RESEARCH FOUNDATION)

Collaboration with Dr. César Serrano's Start-up: The Vall d'Hebron Institute of Oncology (VHIO) Translational Sarcomas Laboratory has specialises in gastrointestinal stromal tumors (GIST). National Reference Center by the Spanish Ministry of Health. The unit functions as the national reference centre for this particular research as stated by the Spanish Ministry of Health.

SPANISH FOUNDATION AGAINST CANCER AECC

MANGO is financing a grant awarded by the association, in this case to the research project of Miguel Segura (Vall d'Hebrón University Hospital Foundation VHIR Research Institute, Barcelona). A study that explores a new mechanism to attack a type of pediatric cancer - neuroblastoma - using a pathway that works in adults.

JOSEP CARRERAS FOUNDATION AGAINST LEUKEMIA

Contribution to the REDMO program (Bone Marrow Donor Registry) managed directly by the Josep Carreras Foundation. The objective of this program is to ensure that patients with leukemia, or other blood diseases, who require a bone marrow transplant for to save their life and lack a compatible family donor, can receive a bone marrow donation from a voluntary donor.

ASSIS ASSOCIATION

MANGO participates in the "Dones Amb Llar" project that accompanies and empowers women who are homeless or who suffer other forms of severe residential exclusion with the aim of establishing a preventive response and avoiding the transition to a situation of homelessness. MANGO finances the installation of shows and toilets in the day centre and renovations at the Llar Impuls hostel.

FOOD BANK FOUNDATION

The company finances the purchase of food, in the MÀS PROTEINAS project, to distribute it throughout the social entities associated with the food bank and therefore making it possible to provide food for society's most vulnerable people.

TEAMING PROJECT

MANGO employees who agree to do so donate € 1 from their payroll to the project they choose by majority vote. These micro-donations were earmarked in 2020 for a childhood cancer research project at the San Juan de Dios Hospital in Barcelona.

ARED FOUNDATION

In collaboration with this foundation, MANGO is funding industrial dressmaking scholarships for women in the process of social reinsercion. Barcelona, Spain.

TARRAGONA

PORTAVENTURA DREAMS FOUNDATION

MANGO joins the dream of PortAventura Dreams in the construction of a Village within the PortAventura theme park. The project offers free stays to seriously ill children and their families for a week.



Society

TURKEY

ÖĞRENCILERE YARDIM DERNEĞİ

ISTANBUL, TURKEY

MANGO finances scholarships for disadvantaged youth.

NEVE SHALOM - YAD

ISTANBUL, TURKEY

MANGO collaborate with this organisation which is dedicated to serving those in need by covering their basic needs and giving them the opportunity to live with dignity

WORLD

DOCTORS WITHOUT BORDERS

MANGO is a strategic partner of the NGO The funds allocated directly to it support the Emergency Unit, which provides immediate response to any emergency, for which it permanently monitors alerts, whether due to epidemics, natural disasters or armed conflicts.



INDIA

VICENTE FERRER FOUNDATION

INDIA

MANGO has financed the first phase of construction of a school for girls and boys with intellectual disabilities in Dornala, Srisailam region. The school is part of an educational and rehabilitation residential complex that will serve minors with different types of disabilities, belonging to the most disadvantaged communities in its rural areas.

VITA MUNDI FOUNDATION

GANESHNAGAR, BOMBAY, INDIA

MANGO supports a feeding program for people living in a permanent shanty area in Ganeshnagar.



Society

AFRICA

ELENA BARRAQUER FOUNDATION

There are 19 million blind people in the world whose lives could be changed by cataract surgery. MANGO funds the consumable products for the aid expeditions that the foundation carries out in Africa.

ACTIVE AFRICA FOUNDATION

MANGO has collaborated in the purchase of an ambulance that will provide access to remote villages in Kenya. In Malawi, food programs for those in need (the elderly and orphans) are being financed by missionaries and they have begun building a protective fence for students’ prospective residence. The Likuni Hospital continues to be supported through the construction of the maternity ward. A sewing course for high school girls in the Kapiri area is also being financed.

AGH FOUNDATION

TANZANIA, AFRICA

MANGO collaborates with two of this foundation’s projects located in the mission of Brazani, Mang'ola (Tanzania): a textile training center for women and the general maintenance of the nursery school.

PABLO HORSTMANN FOUNDATION

KENYA, AFRICA

MANGO finances the collaboration of Spanish specialists in a pediatric hospital in Lamu, Kenya. Through this scheme, the hospital has become the paediatric centre of reference for the whole country. The scheme also supports the training of local health staff by Spanish doctors.

COMBONIAN MISSIONARIES

MANGO finances school scholarships, a promotion project for women and an aid fund for those most in need. Cabo Delgado, Mozambique.

In addition, it collaborates with the EMAÚS Refuge Project, a shelter for women who have suffered sexual violence and as a result have become pregnant or have children.



Society

SOLIDARITY PRODUCTS

BARCELONA

SOCIAL WORK OF SAN JUAN DE DIOS

MANGO Kids launched a T-shirt, whose proceeds went to childhood cancer research at the San Juan de Dios Hospital.

FERO

MANGO sold t-shirts to fund breast cancer research. The proceeds went towards financing a program to improve the diagnosis of breast cancer and also to fund a project (II FERO-MANGO Project in breast cancer) that will improve understanding around why metastasis occurs in breast cancer, the last project was directed by Dr. Antoni Celià-Terrassa from IMIM. Hospital del Mar, Barcelona.

In 2020 some other collaborations that happened were:

BARCELONA GLOBAL FOUNDATION

Its mission is to contribute to making Barcelona one of the best cities in the world for talent and economic activity.

PRINCESS OF ASTURIAS FOUNDATION

Non-profit private institution, whose objectives are to contribute to the celebration and promotion of scientific, cultural and humanistic values as universal cultural heritage.

Society

MANGO CHAIR OF CORPORATE SOCIAL RESPONSIBILITY (ESCI-UPF)

We also collaborate with the academic world and teaching through the MANGO Chair of CSR. The aim of this collaboration is to promote research and training of students to develop their skills, instilling values and good practices that will contribute to their professional future.

In 2006 we created the MANGO Chair in Corporate Social Responsibility by signing a collaboration agreement with the Higher School of International Trade (ESCI-UPF), attached to the Pompeu Fabra University (Barcelona). This initiative is in line with the values of both institutions in terms of sustainability and ethical commitments.

The main goal is to deepen our knowledge of corporate social responsibility (CSR) and analyse the sustainability of economic and business activity, combining academic rigor and practical application. These aims also include generating knowledge, analysis and debate around these issues and, transferring the insights to society.



Projects and activities and other details can be found on their website

<http://esci.upf.edu>

RESEARCH PROJECTS AND WORKING DOCUMENTS

The purpose of the projects is to analyse relevant aspects of sustainability and they are the main activity of the Chair. These are carried out by teams specialising in each subject and are published in the form of working documents.

Among the projects carried out during 2020, it is worth mentioning the development of an interactive risk map in different aspects of social responsibility, focused on global production chains. To this end, a series of benchmarks prepared by different organizations of the different aspects included in a generally accepted code of conduct for suppliers have been selected. The aforementioned indices, adequately weighted, offer a risk classification for each country on a scale ranging from 0 to 5.

The selection of the organizations that elaborate the reference indices has been carried out in accordance with strict criteria, proven reputation, breadth, analytical capacity and, moreover, the capacity to elaborate a global reference index for all or most of the countries (International Labor Organization, Bank World, etc.). This selection has been checked over by referees and institutions. This map will be updated annually with updates made by referee organisations.

It is also worth mentioning the beginning of a project designed to expand the calculation of the water footprint and that was carried out on the production by jeans in 2019 by the chair. This study will be carried out to create a global reference point with the aim of establishing an average calculation of water consumption, at the same time extending the performance and possibilities of the calculation tool that has also been developed during this period.



Society

SOCIAL AUDIT MANUAL

In 2015, the Chair began developing a social audit manual that can be applied to any business sector and company size, which details the main aspects to be included in this type of audit. As a complement to the manual, specific files have been prepared over time for the relevant countries of production. These files include the applicable legislation, as well as good practices. Both the manual and the files are constantly being updated. During 2020, the information collected in all the files produced to date has been updated, as every year: Morocco, Turkey, Vietnam, China and Portugal.



During 2020, the Chair has participated in all the works, events, articles, meetings and conferences organized by companies and institutions in which its collaboration has been requested.

MEETING OF SOCIAL RESPONSIBILITY CHAIRS

In December 2020, a virtual meeting between CSR chairs was held, with thirty representatives from different Spanish organisations related to the fields of social responsibility and corporate sustainability. The objective of the meeting, organized by the MANGO Chair of Corporate Social Responsibility, was to present the results of a study on the profile of CSR chairs in Spain, in addition to offering a space to exchange experiences, identify synergies and face common challenges.

ADVISORY BOARD

The objective of the Advisory Council is to advise the MANGO Chair in its activities. This Council is made up of relevant people in the field of CSR linked to representative entities of the business, administrative, social and academic world. Its main function is to identify significant issues in these aspects to feed into the work promoted by the Chair.



Society

At MANGO we believe that working together is the key to well-being. For this reason, we have undertaken numerous actions in collaboration with health authorities to combat the effects of Covid-19.

The entire population's efforts - in particular those of health professionals - have been exemplary and have reminded us all of the importance of finding ways to cooperate and move forward together.

The total that we contributed to society in 2020 through the aforementioned projects was € 2,210,887 (2019: € 2,478,055).

These are some of the actions taken during the pandemic:

01 Donation of 2,000,000 masks to the Ministry of Health, and distribution to Hospitals in Spain through our logistics platform.

02 In addition to these actions, MANGO collaborated with the World Health Organization (WHO) by donating 1% of its sales in physical stores to the WHO Covid-19 Solidarity Response Fund (€ 325,000). Donations were made through the Fundación Empresa y Sociedad and the Swiss Philanthropy Foundation to the WHO fund in Spain to support those who have suffered the most from the consequences of the pandemic. MANGO carried out this gesture of solidarity for two months in Europe, Russia, Turkey and New York, as the stores reopened.

03 Manufacture of 13,000 gowns for sanitary equipment by the staff of our design center in Barcelona, Hangar Design Center, in collaboration with the Pablo Hortsman Foundation, which acquired 30,000 meters of approved fabric and was in charge of distributing them among hospitals, nursing homes, elderly and disabled centers.

04 Donation of more than 10,000 meters of fabric to the Parets del Vallès City Council (Barcelona).

05 Donation of RMB 500,000 to the Shanghai Red Cross.

06 Donation of clothing (more than 10,000 Man, Woman & Kids items) for people in need to the Banc de Roba de Barcelona and Caridad Madrid.



Society

VOLUNTEERING AND NON-ECONOMIC COLLABORATIONS

During 2020, MANGO donated non-marketable clothing to different organizations, for charitable purposes. In addition, throughout the year, MANGO employees are given the opportunity to actively participate in different social campaigns, solidarity events and other types of collaborations for social purposes, such as the Christmas Toy Collection Campaign.





04 Financial information



Financial results

As a sustainable company, we aim to ensure financial profitability, solidity and solvency.

Our way of working is based on the principles of transparency and good governance and we strive to create value within the organization through efficient and responsible management of our financial resources.

We comply with tax regulations and record all accounting operations in our financial statements in a completely transparent manner, based on the applicable regulations in each country.

MAIN ECONOMIC MAGNITUDES

Regulatory compliance in socio-economic matters is necessary to guarantee the absence of negative impacts in relation to sustainability. Non-compliance with the laws can lead to financial and administrative sanctions, as well as a reputational risk.

The economic management of the organization, which also depends on the general economic situation of the sector and the country, has a major impact on our stakeholders, especially employees and suppliers. It affects aspects such as the purchase of products and services, the commercial network and the business strategy, among others.

The annual accounts of the MANGO group (Consolidated Group) are prepared in accordance with the Generally Accepted Accounting Principles and Standards and with the regulations established in the International Financial Reporting Standards (IFRS), in application of current legislation.

In this fiscal year, IAS 16 was adopted for the first time, so the data are not comparable with fiscal year 2019. This change has affected EBITDA, Gross Result, Net Result, Total Balance and % of equity over total balance. Without the application of these regulations, the equivalent EBITDA for 2020 would be € 21 million and the gross result would be (€ 110 million).

All companies that are within the requirements established in the legislation are externally audited. The group of companies formed by MANGO MNG HOLDING, S.A.U. and subsidiaries has been audited by PricewaterhouseCoopers Auditores, S.L.

The data set out below comes from the consolidated financial statements and other accounting and management records of the group. All amounts, unless otherwise indicated, are expressed in thousands of euros.

RESULTS	2019	2020*
Net turnover	2,374,412	1,842,001
EBITDA	194,605	192,876
Gross profit	40,730	(144,788)
Net profit	20,766	(207,184)

BALANCE	2019	2020*
Equity	613,444	321,195
Total balance	1,733,546	2,470,553
% of equity out of total balance	35.38%	13.00%

DIRECT FINANCIAL VALUE GENERATED AND DISTRIBUTED	2019	2020*
Financial value created	2,383,905	1,880,602
Financial value distributed	2,243,073	1,787,742
Financial value retained	140,832	92,860

* 2020 data not comparable with 2019 by application of IAS 16 in 2020



Financial results

ECONOMIC PERFORMANCE INDICATORS

The data presented below correspond to the consolidated group MANGO MNG HOLDING, S.A.U. and subsidiaries.

TOTAL SALES	2019	2020
Sale of goods	2,316,038	1,799,381
Other sales and provision of services	58,374	42,620
TOTAL	2,374,412	1,842,001

SALES BY GEOGRAPHICAL AREAS	2019	2020
National	538,280	364,477
Foreign	1,777,759	1,434,904
NET AMOUNT OF TURNOVER	2,316,038	1,799,381

GOODS SALES BY TYPE OF BUSINESS	2019	2020
Wholesale	468,341	312,911
Retail	1,283,752	720,534
On-line	563,945	765,936
TOTAL	2,316,038	1,799,381



Financial results

SUPPLIERS OF CAPITAL	2019	2020
Short-term debts with financial institutions	(81,292)	(96,500)
Long-term debts with financial institutions	(346,039)	(490,967)
TOTAL DEBT	(427,331)	(587,467)
Treasury and short-term financial investments	243,141	430,587
TOTAL NET DEBT	(184,190)	(156,880)
TOTAL BALANCE	1,733,546	2,470,553
NET DEBT / BALANCE SHEET (%)	(10.62%)	(6.34%)

SUBSIDIARIES INCLUDED IN THE SCOPE OF CONSOLIDATION

DEPENDENT COMPANY	CONSTITUTION DATE	ADDRESS	% OF CAPITAL	ACTIVITY
PUNTO-FA, S.L. (*)	13.12.1989	Barcelona	100%	Fashion retail
DIKNAH, S.L.U.	06.02.1989	Barcelona	100%	Asset management
PUNTO-MI, S.L.U. (*)	18.10.1990	Barcelona	100%	Fashion retail
MANGO FRANCE, S.A.R.L. (*)	15.11.1995	Paris	100%	Fashion retail
MANGO DEUTSCHLAND GMBH (*)	13.09.1996	Dortmund	71,21% / 28,79%	Fashion retail
MANGO TR. TEKSTILTIC LTD. STI. (*)	21.07.1997	Estambul	100&	Fashion retail
MNG MANGO UNITED KINGDOM LTD. (*)	22.04.1997	London	100%	Fashion retail
MANGO NEDERLAND B.V.(*)	13.11.1997	Rotterdam	100%	Fashion retail

DEPENDENT COMPANY	CONSTITUTION DATE	ADDRESS	% OF CAPITAL	ACTIVITY
MANGO HONG KONG LIMITED (*)	29.10.2003	Hong Kong	100%	Fashion retail
MANGO SVERIGE AB (*)	02.07.2004	Stockholm	100%	Fashion retail
MANGO MNG UNITED STATES OF AMERICA INC	03.03.2005	New York	100%	Share management
MANGO NY INC	09.03.2005	New York	100%	Fashion retail
DISTEX UNITED STATES OF AMERICA INC	03.03.2005	New York	100%	Fashion retail
TEXDIS UNITED STATES OF AMERICA INC (*)	03.03.2005	New York	100%	Asset management
MANGO GARMENTS AND ACCESSORY TRADING LTD (*)	29.06.2006	Shenzhen	100%	Fashion retail

* Audited companies



SUBSIDIARY COMPANY	DATE OF INCORPORATION (DAY/MONTH/YEAR)	ADRESS	% HOLDING	ACTIVITY
MANGO (CZ) S.R.O. (*)	29.12.1999	Praga	100%	Fashion retail
MANGO MERITXELL, S.L.	19.06.1998	Escaldes Engordany	100%	Fashion retail
MNG MANGO BELGIQUE SPRL. (*)	29.01.1999	Bruselas	100%	Fashion retail
MANGO ÖSTERREICH HANDELS, GMBH (*)	31.08.1999	Viena	100%	Fashion retail
CONSOLIDATED ARTIST, B.V.	27.01.1998	Rotterdam	100%	Asset management
MANGO SUISSE, S.A. (*)	10.06.1999	Lausanne	100%	Fashion retail
MANGO ITALIA S.R.L. (*)	26.09.2005	Milan	100%	Fashion retail
MANGO HUNGARY KFT (*)	11.10.1999	Budapest	100%	Fashion retail
MANGO POLSKA SP. Z.O.O.(*)	08.11.1999	Varsovia	100%	Fashion retail
MANGO DANMARK APS (*)	28.02.2000	Copenhagen	100%	Fashion retail
MANGO NORGE, AS (*)	11.05.2000	Oslo	100%	Fashion retail
MANGONOR COMER.DE VESTUAR. S.A (*)	20.12.2007	Lisboa	100%	Fashion retail
MANGO SLOVENSKO, S.R.O (*)	26.02.2007	Bratislava	100%	Fashion retail
MANGO GARMENTS HELLAS, S.A	28.02.2007	Atenas	100%	Fashion retail
MANGO RUSSIA (*)	15.03.2007	Moscú	100%	Fashion retail
S.A.S MANGO HAUSSMAN (*)	23.03.2007	París	100%	Fashion retail
MANGO SUOMY OY (*)	25.04.2007	Helsinki	100%	Fashion retail
MNG MANGO IRELAND, LTD (*)	26.11.2007	Dublín	100%	Fashion retail
MANGO GARMENTS RUMANIA, SRL	17.07.2008	Bucarest	100%	Fashion retail
MANGO GARMENTS AND ACCESSORY (CHINA) LTD (*)	12.01.2011	Shanghai	100%	Fashion retail
MANGO SINGAPORE GARMENTS PTE. LTD (*)	27.07.2011	Singapur	100%	Management and consulting services

* Sociedades auditadas

SUBSIDIARY COMPANY	DATE OF INCORPORATION (DAY/MONTH/YEAR)	ADRESS	% HOLDING	ACTIVITY
DARDANELOS INVERSIONES, S.A.	07.10.2011	Barcelona	100%	Asset management
TOPKAPI INVERSIONES, S.A.	30.06.2011	Madrid	100%	Asset management
FOURSOME, S.A.	15.07.2011	Madrid	100%	Asset management
INVESTMENT AKNAM, S.A.	10.06.2011	Barcelona	100%	Asset management
INVESTMENTS ANSAVE, S.A.	15.07.2011	Barcelona	100%	Asset management
KAYSERI INVERSIONES, S.A.	15.07.2011	Madrid	100%	Asset management
DEREK INVESTMENT, S.A.	29.09.2011	Barcelona	100%	Asset management
INVERSIONES GIRALDA, S.A.	16.11.2012	Madrid	100%	Asset management
AFYON INVESTMENTS, S.A.	16.11.2012	Barcelona	100%	Asset management
MANGO KOREA LTD	03.04.2012	Seoul	100%	Fashion retail
MANGO MODA D.O.O.	24.01.2013	Zagreb	100%	Fashion retail
MANGO SRB D.O.O BEOGRAD	30.04.2013	Belgrado	100%	Fashion retail
MANGO LUXEMBOURG, S.A.R.L.	13.05.2013	Luxemburgo	100%	Fashion retail
MANGO UKRAINE TOV	06.08.2013	Kiev	100%	Fashion retail
MANGO OPERACIONES MEXICO S DE RL DE CV	06.02.2014	Registro DF	100%	Fashion retail
MEXDIC SERVICIOS DE GESTION S DE RL DE CV	26.02.2014	Registro DF	100%	Fashion retail
VLT MODA TEKSTIL IC VE DIS TIC	10.02.2014	Estambul	100%	Fashion retail
MANGO BULGARIA EOOD	19.02.2014	Sofia	100%	Fashion retail
MANGO ON LINE CANADA CORPORATION	14.03.2017	Montreal	100%	Fashion retail
KDS MODA TEKSTIL TICARET, LTD	18.03.2019	Montreal	100%	Fashion retail



RESULTS, TAXES AND SUBSIDIARIES RECEIVED

2020

SUBSIDIARY COMPANY	RESULT BEFORE 2020 TAXES WITHOUT CONSOLIDATION ADJUSTMENTS	PAID CORPORATE TAXES OF 2020	GRANTS RECEIVED ON 2020	TERF SUBSIDIES (€)
GERMANY	-26,645,498.90	-61,628.84		1,170,699.71
ANDORRA	259,646.75	44,811.62		
AUSTRIA	-1,865,630.19	27,282.00		494,442.44
BELGIUM	-1,005,013.38	469,55		137,878.93
BULGARIA	36,999.84	0.00		28,284.12
CANADA	598,703.10	133,018.61		
CHINA	-5,544,156.51	0.00	61,964.92	
SOUTH KOREA	-1,081,338.72	5,268.39		
CROATIA	-1,124,983.20	0.00		225,302.98
DENMARK	-90,514.70	0.00	24,795.41	48,320.06
EGYPT	-	-	-	-
SLOVAKIA	-109,054.95	-562.67	40,552.44	33,622.12
SPAIN	-176,100,328.11	4,191,981.16	207,961.54	4,406,638.32
UNITED STATES OF AMERICA	-4,454,750.25	28,932.75		
FINDLAND	-535,704,93	0.00	290,030.00	82,791.00
FRANCE	-10.277.277,24	0.00	116,823.02	5,149,473.71
GREECE	-121.420,93	-3,606,42		
HONG KONG	-5.563.705,30	-52,414.17	8,984.63	46,465.79
HUNGARY	-380,090.36	6,566.51		

SUBSIDIARY COMPANY	RESULT BEFORE 2020 TAXES WITHOUT CONSOLIDATION ADJUSTMENTS	PAID CORPORATE TAXES OF 2020	GRANTS RECEIVED ON 2020	TERF SUBSIDIES (€)
IRELAND	-171,144.67	15,240.00	64,613.64	120,659.02
ITALY	-4,649,019.65	322,904.00	547,905.18	
LUXEMBOURG	-65,518.70	6,570.00		34,868.24
MEXICO	1,367,974.88	532,603.15		
NORWAY	858,141.19	82,327.85	42,446.74	
NETHERLANDS	-9,376,505.67	192.00	4,000.00	1,257,870.00
POLAND	-1,332,377.10	0.00		256,373.57
PORTUGAL	-1,812,039.06	7,653.20		571,699.39
UNITED KINGDOM	-4,794,114.17	0.00		2,232,951.17
CZECH REPUBLIC	-279,454.83	33,811.49	90,732.27	125,356.10
ROMANIA	-1,304,135.46	4,738.56		191,767.77
RUSSIA	4,986,347.66	131,277.10		
SINGAPORE	65,569.98	29,062.52		179,729.12
SWEDEN	-330,388.96	0.00	142,183.80	
SWITZERLAND	-876,485.01	68,743.30	1,117.32	863,272.39
TURKEY	-2,482,420.00	131,331.33		
UKRAINE	684,597.04	0.00		11,666.08
TOTAL	-253,515,090.53	5,686,573.00	1,644,110.90	17,670,132.04



RESULTS, TAXES AND SUBSIDIARIES RECEIVED

2019

SUBSIDIARY COMPANY	RESULT BEFORE 2019 TAXES WITHOUT CONSOLIDATION ADJUSTMENTS	PAID CORPORATE TAXES OF 2019	SUBSIDIES RECEIVED 2019
GERMANY	-3,208,307.21	1,414,838.75	
ANDORRA	710,047.69	35,777.77	
AUSTRIA	-250,660.72	109,402.00	1,070.00
BELGIUM	409,584.76	332.01	
BULGARIA	54,648.12	16,270.94	
CANADA	272,855.99	0.00	
CHINA	455,384.96	0.00	90,587.80
SOUTH KOREA	44,660.65	26,217.24	
CROATIA	-661,426.04	7,605.85	
DENMARK	26,637.94	0.00	
EGYPT	24,523.31	0.00	
SLOVAKIA	54,190.78	47,373.15	
SPAIN	59,647,968.51	221,702.66	418,194.67
UNITED STATES OF AMERICA	-690,430.03	649,975.14	
FINDLAND	28,291.55	0.00	
FRANCE	2,559,210.37	0.00	180,249.87
GREECE	312,776.66	180,821.80	
HONG KONG	-1,672,153.75	0.00	
HUNGARY	210,984.37	16,530.71	

SUBSIDIARY COMPANY	RESULT BEFORE 2019 TAXES WITHOUT CONSOLIDATION ADJUSTMENTS	PAID CORPORATE TAXES OF 2019	SUBSIDIES RECEIVED 2019
IRELAND	125,068.45	32,860.00	
ITALY	1,334,155.96	311,792.00	
LUXEMBOURG	10,179.18	6,570.00	
MEXICO	1,598,792.66	579,723.01	
NORWAY	556,438.79	52,043.85	
NETHERLANDS	-165,288.60	0.00	
POLAND	-526,631.90	0.00	
PORTUGAL	-734,830.15	-121,757.46	
UNITED KINGDOM	-1,789,597.39	0.00	
CZECH REPUBLIC	211,542.87	167,647.28	
ROMANIA	-124,947.80	0.00	
RUSSIA	1,812,519.67	188,152.40	
SINGAPORE	437,184.41	18,228.98	
SWEDEN	155,457.31	0.00	
SWITZERLAND	771,052.86	-62,944.16	
TURKEY	310,379.87	104,156.34	
UKRAINE	-654,585.40	34,473.71	
TOTAL	61,655,678.73	4,037,793.97	690,102.34



Any suggestion, contribution, or comment by MANGO users or Stakeholders on the content of the report or on aspects related to our corporate social responsibility, can be made through the following email:

05

Contact details

lg_rsc@mango.com

ADDRESS OF OUR HEADQUARTERS
MANGO MNG HOLDING, S.A.U.

c/ Mercaders 9-11,
Polígono Industrial Riera de Caldes
E-08184 Palau-solità i Plegamans
Barcelona, España



ANNEX I: SOCIAL AND EMPLOYEE ASPECTS



Annex I: Social and employee aspects

AVERAGE WORKFORCE AND CLOSING WORKFORCE BY COUNTRY

2019

COUNTRY	AVERAGE WORKFORCE	30.12.2019 WORKFORCE
GERMANY	1,140	1,134
ANDORRA	41	42
AUSTRIA	140	138
BELGIUM	147	148
BULGARIA	35	34
CHINA	100	81
SOUTH KOREA	20	21
CROATIA	132	135
DENMARK	23	26
UNITED ARAB EMIRATES	4	3
SLOVAKIA	22	23
SPAIN	5,759	5,803
FINLAND	75	80
FRANCE	1,968	1,956
GREECE	99	90
NETHERLANDS	260	249
HONG KONG	16	9
HUNGARY	63	62
IRELAND	89	102

COUNTRY	AVERAGE WORKFORCE	30.12.2019 WORKFORCE
ITALY	402	419
LUXEMBOURG	13	13
MEXICO	23	22
NORWAY	36	29
POLAND	214	223
PORTUGAL	471	480
UNITED KINGDOM	523	567
CZECH REPUBLIC	113	132
ROMANIA	113	147
RUSSIA	859	903
SINGAPORE	39	59
SWEDEN	74	69
SWISS	145	147
TURKEY	1,374	1,406
UNITED STATES OF AMERICA	35	34
UKRAINE	106	106
MOROCCO	1	0
TOTAL	14,674	14,892

2020

COUNTRY	AVERAGE WORKFORCE	30.12.2020 WORKFORCE
GERMANY	865	741
ANDORRA	33	31
AUSTRIA	136	112
BELGIUM	110	109
BULGARIA	31	29
CHINA	69	62
SOUTH KOREA	15	13
CROATIA	129	116
DENMARK	22	29
UNITED ARAB EMIRATES	3	3
SLOVAKIA	19	19
SPAIN	5.167	4.666
FINLAND	76	72
FRANCE	1.648	1.568
GREECE	88	81
NETHERLANDS	178	142
HONG KONG	9	8
HUNGARY	51	40
IRELAND	79	65

COUNTRY	AVERAGE WORKFORCE	30.12.2020 WORKFORCE
ITALY	287	217
LUXEMBOURG	10	9
MEXICO	22	22
NORWAY	24	25
POLAND	198	188
PORTUGAL	359	295
UNITED KINGDOM	429	344
CZECH REPUBLIC	91	71
ROMANIA	114	105
RUSSIA	820	764
SINGAPORE	38	45
SWEDEN	55	49
SWITZERLAND	125	118
TURKEY	1,156	1,017
UNITED STATES OF AMERICA	31	34
UKRAINE	105	109
MOROCCO	0	0
TOTAL	12,592	11,318

132

CLOSING WORKFORCE BY CONTRACT TYPE*

(gender, age, and professional classification)

INDEFINITE CONTRACT (12.30.2020)

TOTAL

9,882

♀ 7,742

♂ 2,140

AGE

<30 YEARS OLD

4,105

BETWEEN 30 AND 50 YEARS OLD

5,391

> 50 YEARS OLD

386

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,494

IT STAFF

233

ADMINISTRATIVE AND OTHER POSITIONS

821

CLERKS AND OPERATORS

7,334

TEMPORARY CONTRACT (12.30.2020)

TOTAL

1,436

♀ 1,142

♂ 294

AGE

<30 YEARS OLD

1,009

BETWEEN 30 AND 50 YEARS OLD

391

> 50 YEARS OLD

36

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

40

IT STAFF

7

ADMINISTRATIVE AND OTHER POSITIONS

64

CLERKS AND OPERATORS

1,325

* Does not include scholarship holders. In relation to the employees affected by a TERF, for all purposes, they continue to be counted as part of MANGO's workforce. The decrease in the workforce compared to 2019 is mainly due to the reduction in temporary contracts and new hires during the year.



Annex I: Social and employee aspects

INDEFINITE CONTRACT (30.12.2019)

TOTAL

11,154

♀ 8,725

♂ 2,429

AGE

<30 YEARS OLD

5,380

BETWEEN 30 AND 50 YEARS OLD

5,424

> 50 YEARS OLD

350

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,515

IT STAFF

240

ADMINISTRATIVE AND OTHER POSITIONS

813

CLERKS AND OPERATORS

8,586

TEMPORARY CONTRACT (30.12.2019)

TOTAL

3,738

♀ 3,129

♂ 609

AGE

<30 YEARS OLD

2.904

BETWEEN 30 AND 50 YEARS OLD

793

> 50 YEARS OLD

41

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

53

IT STAFF

5

ADMINISTRATIVE AND OTHER POSITIONS

50

CLERKS AND OPERATORS

3,630



WORKFORCE AT CLOSING BY WORKDAY TYPE*

(gender, age, and professional classification)

FULL-TIME (30.12.2020)

TOTAL

6,931

♀ 5,040

♂ 1,891

AGE

<30 YEARS OLD

2,458

BETWEEN 30 AND 50 YEARS OLD

4,111

> 50 YEARS OLD

362

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,426

IT STAFF

237

ADMINISTRATIVE AND OTHER POSITIONS

878

CLERKS AND OPERATORS

4,390

PART-TIME (30.12.2020)

TOTAL

4,387

♀ 3,844

♂ 543

AGE

<30 YEARS OLD

2,656

BETWEEN 30 AND 50 YEARS OLD

1,671

> 50 YEARS OLD

60

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

108

IT STAFF

3

ADMINISTRATIVE AND OTHER POSITIONS

7

CLERKS AND OPERATORS

4,269

* Does not include scholarship holders. In relation to the employees affected by a TERF, for all purposes, they continue to be counted as part of MANGO's workforce. The decrease in the workforce compared to 2019 is mainly due to the reduction in temporary contracts and new hires during the year.



Annex I: Social and employee aspects

FULL-TIME (30.12.2019)

TOTAL

9,069

♀ 6,771

♂ 2,298

AGE

<30 YEARS OLD

4,060

BETWEEN 30 AND 50 YEARS OLD

4,667

> 50 YEARS OLD

342

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,514

IT STAFF

241

ADMINISTRATIVE AND OTHER POSITIONS

857

CLERKS AND OPERATORS

6,457

PART-TIME (30.12.2019)

TOTAL

5,823

♀ 5,083

♂ 740

AGE

<30 YEARS OLD

4,224

BETWEEN 30 AND 50 YEARS OLD

1,550

> 50 YEARS OLD

49

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

54

IT STAFF

4

ADMINISTRATIVE AND OTHER POSITIONS

6

CLERKS AND OPERATORS

5,759



ANNUAL AVERAGE OF WORKFORCE AT CLOSING BY CONTRACT TYPE*

(gender, age, and professional classification)

INDEFINITE CONTRACT (AVERAGE 2020)

TOTAL

10,416

♀ 8,164

♂ 2,252

AGE

<30 YEARS OLD

4,630

BETWEEN 30 AND 50 YEARS OLD

5,408

> 50 YEARS OLD

378

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,517

IT STAFF

236

ADMINISTRATIVE AND OTHER POSITIONS

826

CLERKS AND OPERATORS

7,837

TEMPORARY CONTRACT (AVERAGE 2020)

TOTAL

2,176

♀ 1,787

♂ 389

AGE

<30 YEARS OLD

1,610

BETWEEN 30 AND 50 YEARS OLD

533

> 50 YEARS OLD

33

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

40

IT STAFF

6

ADMINISTRATIVE AND OTHER POSITIONS

56

CLERKS AND OPERATORS

2,074

* Criterion used to calculate the annual average of contracts: employees at the end of each month / no. months. Does not include scholarship recipients.
In relation to the employees affected by a TERF, for all purposes, they continue to be counted as part of MANGO's workforce. The decrease in the workforce is mainly due to the reduction in temporary contracts and new hires during the year.



Annex I: Social and employee aspects

INDEFINITE CONTRACT (AVERAGE 2019)

TOTAL

10,644

♀ 8,304

♂ 2,340

AGE	EMPLOYMENT CATEGORIES
<30 YEARS OLD	DIRECTORS AND MIDDLE MANAGERS
4,985	1,548
BETWEEN 30 AND 50 YEARS OLD	IT STAFF
5,328	245
> 50 YEARS OLD	ADMINISTRATIVE AND OTHER POSITIONS
331	798
	CLERKS AND OPERATORS
	8,053

TEMPORARY CONTRACT (AVERAGE 2019)

TOTAL

4,030

♀ 3,390

♂ 640

AGE	EMPLOYMENT CATEGORIES
<30 YEARS OLD	DIRECTORS AND MIDDLE MANAGERS
3,169	62
BETWEEN 30 AND 50 YEARS OLD	IT STAFF
824	5
> 50 YEARS OLD	ADMINISTRATIVE AND OTHER POSITIONS
37	54
	CLERKS AND OPERATORS
	3,909



ANNUAL AVERAGE OF WORKFORCE AT CLOSING BY WORKDAY TYPE*

(gender, age, and professional classification)

FULL-TIME (AVERAGE 2020)

TOTAL

7,086

♀ 5,155
♂ 1,931

AGE

<30 YEARS OLD

2,696

BETWEEN 30 AND 50 YEARS OLD

4,031

> 50 YEARS OLD

359

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

1,456

IT STAFF

238

ADMINISTRATIVE AND OTHER POSITIONS

874

CLERKS AND OPERATORS

4,518

PART-TIME (AVERAGE 2020)

TOTAL

5,505

♀ 4,795
♂ 710

AGE

<30 YEARS OLD

3,543

BETWEEN 30 AND 50 YEARS OLD

1,910

> 50 YEARS OLD

52

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

101

IT STAFF

4

ADMINISTRATIVE AND OTHER POSITIONS

8

CLERKS AND OPERATORS

5,392

* Criterion used to calculate the annual average of contracts: employees at the end of each month / no. months. Does not include scholarship recipients. In relation to the employees affected by a TERF, for all purposes, they continue to be counted as part of MANGO's workforce. The decrease in the workforce is mainly due to the reduction in temporary contracts and new hires during the year.





Annex I: Social and employee aspects

FULL-TIME (AVERAGE 2019)

TOTAL

7,910

♀ 5,819

♂ 2,091

AGE	CATEGORY
<30 YEARS OLD	DIRECTORS AND MIDDLE MANAGERS
3,389	1,530
BETWEEN 30 AND 50 YEARS OLD	IT STAFF
4,196	247
> 50 YEARS OLD	ADMINISTRATIVE AND OTHER POSITIONS
325	842
	CLERKS AND OPERATORS
	5,291

PART-TIME (AVERAGE 2019)

TOTAL

6,765

♀ 5,876

♂ 889

AGE	CATEGORY
<30 YEARS OLD	DIRECTORS AND MIDDLE MANAGERS
4,765	81
BETWEEN 30 AND 50 YEARS OLD	IT STAFF
1,956	3
> 50 YEARS OLD	ADMINISTRATIVE AND OTHER POSITIONS
44	10
	CLERKS AND OPERATORS
	6,671



140

2020 — 59

EMPLOYEES WITH DISABILITIES

(2019:70)

DISMISSALS

(gender, age, and professional classification)

DISMISSALS 2020 (WOMEN)

TOTAL

631

AGE

<30 YEARS OLD

338

BETWEEN 30 AND 50 YEARS OLD

274

> 50 YEARS OLD

19

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

59

IT STAFF

3

ADMINISTRATIVE AND OTHER POSITIONS

60

CLERKS AND OPERATORS

509

DISMISSALS 2020 (MEN)

TOTAL

163

AGE

<30 YEARS OLD

65

BETWEEN 30 AND 50 YEARS OLD

81

> 50 YEARS OLD

17

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

24

IT STAFF

15

ADMINISTRATIVE AND OTHER POSITIONS

13

CLERKS AND OPERATORS

111



Annex I: Social and employee aspects

DISMISSALS 2019 (WOMEN)

TOTAL

811

AGE

<30 YEARS OLD

522

BETWEEN 30 AND 50 YEARS OLD

277

> 50 YEARS OLD

12

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

75

IT STAFF

3

ADMINISTRATIVE AND OTHER POSITIONS

41

CLERKS AND OPERATORS

692

DISMISSALS 2019 (MEN)

TOTAL

219

AGE

<30 YEARS OLD

115

BETWEEN 30 AND 50 YEARS OLD

93

> 50 YEARS OLD

11

EMPLOYMENT CATEGORIES

DIRECTORS AND MIDDLE MANAGERS

35

IT STAFF

10

ADMINISTRATIVE AND OTHER POSITIONS

8

CLERKS AND OPERATORS

166





Annex I: Social and employee aspects

SUSPENSION MEASURES APPLIED DURING COVID-19

TEMPORARY EMPLOYMENT REGULATION FILE (FURLOUGH)

Throughout this last year 2020, we have lived the most exceptional moment of our lives. The global Covid-19 pandemic has become a public health emergency that has caused a major crisis affecting all facets of our lives. Also to all companies.

This situation has resulted in a drastic fall in our income and billing. In March, we were forced to close a large number of our stores, a total of 2,054 shops in 83 countries. This has caused great damage to our company and to all of us who are part of it. It has been a force majeure situation, where the priority has been to safeguard the survival and employment of the company.

It is for this reason that we have made one of the most difficult decisions which was , the temporary suspension of employment. This situation has taught us many lessons and shown us the power of union, support and the effort on the part of all of our teams.

Despite this exceptional situation, we would like to remain in contact with all collaborators through the following communication channels:

01 Email.

02 General doubts. Channel Furlough (Spain) in Teams. In this channel, general doubts have been shared, and have been answered in less than 24 hours.

03 Doubts about particular cases through the Manager.

04 Specific doubts about Labor Relations through the work team's email.





Annex I: Social and employee aspects

SITUATION OF THE RECORD OF TEMPORARY EMPLOYMENT REGULATION (12.30.2020)

COUNTRY	GENERAL TERF SITUATION (MARCH)	GENERAL TERF SITUATION (DECEMBER)
GERMANY	73%	72%
ANDORRA	100%	16%
AUSTRIA	100%	87%
BELGIUM	100%	2%
BULGARIA	97%	97%
CHINA	0%	0%
SOUTH KOREA	26%	0%
CROATIA	100%	0%
DENMARK	100%	96%
DUBAI	33%	0%
SLOVAKIA	100%	95%
SPAIN	85%	0%
UNITED STATES OF AMERICA	97%	0%
FINLAND	0%	0%
FRANCE	99%	99%*
GREECE	100%	90%
NETHERLANDS	100%	100%
HONG KONG	0%	0%

COUNTRY	GENERAL TERF SITUATION (MARCH)	GENERAL TERF SITUATION (DECEMBER)
HUNGARY	98%	0%
IRELAND	94%	28%
ITALY	99%	95%
LUXEMBOURG	100%	100%
MEXICO	100%	90%
NORWAY	0%	20%
POLAND	100%	98%
PORTUGAL	100%	0%
UNITED KINGDOM	100%	73%*
CZECH REPUBLIC	99%	93%
ROMANIA	99%	0%
RUSSIA	99%	0%
SINGAPORE	0%	0%
SWEDEN	0%	0%
SWITZERLAND	99%	0%
TURKEY	99%	75%*
UKRAINE	98%	0%

* Includes the % of people affected by the TERF in total or partial regime.



Annex I: Social and employee aspects

SUSPENSION MEASURES APPLIED
IN THE REST OF THE GROUP COUNTRIES

GERMANY

In the case of Germany, on 03/18/2020 commercial activity was suspended and a request for temporary suspension (Kurzarbeit) was submitted retroactively to the date indicated. In order to access the measure, the written consent of the collaborators was obtained, as required in the country. As of 04/20/2020, some stores in the country began to reopen, partially following the measure (reductions in working hours) to adapt to the new situation and capacity restrictions.

In December, temporary closure was called for again, brought on by the increase in infections in the country. The request was resubmitted from December 2020 to June 2021, after collecting the written consent of the collaborators. On this occasion, they give their explicit consent to access the measure if closures occur again due to the pandemic.

ANDORRA

Non-essential trade closed from 03/14/2020. The government announced a suspension measure that guaranteed the salary of employees (50% paid leave and the other 50% on account of overtime, vacations and future work, exemption from company social security).

From 1/05/2020 to 30/06/2020 a suspension measure (ERTO) is applied. The benefit consists of 25% of the salary paid by the company and the remaining part paid directly to the employee by Social Security (CASS).

In November, due to restrictions in Catalonia and France, the weekend footfall fell between 67-80%, which is why the ERTO measure was activated from 5/11/2020 to 12/31/2020 for 17 workers of the 32 total. The stores have remained open.

AUSTRIA

They closed the stores as of 03/16/2020 and we activated the partial Furlough measure (Kurzarbeit) as of 04/07/2020. Until 12/09/2020 it was possible to increase the number of hours affected.

The working day can be reduced by up to 90% in a global calculation of 3 months. The stores closed again from 11/17/2020 to 6/12/2020.

There was a third major shutdown from 12/26/2020 to 02/02/2021. The partial Furlough measure remained in force until 03/31/2021.

BELGIUM

Since 03/14/2020 the government closed non-essential trade on weekends. As of 03/17/2020, MANGO closed of its own accord and on the same day a government measure was established that forced the total closure of non-essential trade.

At that time, we accepted the measure of partial suspension due to force majeure for the weekends due to the Covid-19 crisis and after the government's announcement to decree the total closure, with the same request, we extended the request to the rest. days of the week. Social Security covered the salary of employees corresponding to the hours of suspension, making direct payment to them.

The stores opened to the public on 05/11/2020, although the employees continued in partial suspension (reduction of the hours hired) with the possibility of extending the measure month by month until 12/31/2020.

On 2/11/2020 The government automatically extends the measure for all companies until 03/31/2021.



Annex I: Social and employee aspects

BULGARIA

From 03/14/2020 to 05/13/2020 the stores have been closed. State subsidies have consisted of covering 60% of the workers' salary and contributions for companies. Employees have also enjoyed vacations during this period. As of 05/14/2020 the stores reopened and therefore the measure ended.

As of 11/28/2020, the shopping centers closed again for the rest of the year. As for the measure taken in December, it consists of the recovery of hours within the aggregated working time system and voluntary vacations.

CROATIA

As of 03/19/2020, non-essential trade closed and we initiated temporary suspension measures until 05/31/2020. These are subsidies from the government for businesses.

Financial aid to companies of 3,250 kn (€ 427) per monthly employee under certain conditions. It took effect on 03/19/2020 for 3 months.

The company has continued to maintain the obligation to pay 100% salary, receiving the aforementioned aid.

At the end of the year we work with restrictions motivated by the increase in infections, although no closures have been decreed.

DENMARK

On 18/03/2020 the closure of non-essential trade was decreed and extraordinary measures were defined that consist of a government subsidy to companies (70% of the salary paid).

In December the stores closed again and we applied the suspension measure again.

SLOVAKIA

As of 03/14/2020, a state of emergency has been declared, which implies the closure of non-essential trade. A law was published on 4/04/2020 to establish economic measures for the temporary suspension. A financial subsidy was approved for companies of 80% on average of the salaries paid during the period of inactivity.

The stores remained closed until 05/19/2020. During this period, the subsidies described in the measures were received. In the months of June, August and September, following a criterion of sales conditions reduced by 20%, we have continued to receive financial aid from the government.

From 10/26/2020 to 11/2/2020 all stores closed voluntarily, maintaining salaries, due to the new mobility restrictions that caused a considerable decrease in the number of stores. Subsequently, on 12/19/2020, a government shutdown occurs again that extends to 2021. We continue to receive aid from the government to face the payment of salaries during the period of inactivity.

SPAIN

In March we were forced to temporarily interrupt all the retail activity in our physical stores, a large part of the logistics and part of the corporate services that we provide from the Headquarters, as a result of the closure of our stores. For this reason, on March 20, 2020, a Temporary Employment Regulation File (Furlough) was presented in Spain that affected 4,767 employees.

As of 1/07/2020, the measure was deactivated for all employees regardless of possible extensions that the Government could offer. However, as of October, store closures were precipitated again in certain autonomous communities due to the new restrictions promoted by the autonomous governments to combat the second wave of Covid-19, taking advantage of temporary suspension measures aimed at the affected retail group.



Annex I: Social and employee aspects

UNITED STATES OF AMERICA

On March 18, 2020, a state of emergency was declared and MANGO closed some of its stores located in New York. Economic measures approved with effect 03/28/2020 were applied.

As of 06/22/2020, the temporary suspension of a part of the collaborators to prepare the opening of stores and in July of the entire workforce was deactivated.

FINLAND

The stores did not close here, but from June 1 to June 30 we applied a partial suspension measure, after negotiating with the union representative, to reduce the workforce temporarily as a measure taken in the face of a considerable decrease in influx and sales.

FRANCE

In the case of France, on 03/15/2020 the suspension of commercial activity was decreed and a request for partial suspension (Chômage partiel) was submitted retroactively to the date indicated.

The measures are flexible, allowing a maximum of 1,607h reduction per employee to be applied until 12/31/2021. The salary of the collaborators corresponding to the hours in which such suspension is applied is covered in its entirety by the Social Security of the country. The employee receives 70% of the salary and at least the SMIC (1,219 EUR net) must be guaranteed. The refund is limited to a maximum of 4.5 SMIC (6,927 EUR gross). The measure has been extended into 2021.

GREECE

As of 03/14/2020, non-essential commerce closed in the country, so as of the next day we applied a partial suspension measure so that part of the collaborators reduced their hired hours and received part of the salary by the State. We have maintained this measure until the end of the year.

As of 7/11/2020, the stores closed again, so the measure was extended.

NETHERLANDS

On 03/18/2020, the government temporarily closed non-essential businesses in the country, so from 04/07/2020 we took advantage of the NOW grant. It involves covering part of the salaries destined to companies that have seen their sales reduced by more than 20% (in our case). The amount consists of a maximum of 90% compensation of wages for 100% of the loss in a period of 3 months. The company is obliged to assume 10% of the cost and the collaborators keep 100% of the salary. Therefore, it is MANGO who pays the salary and then the UWV (Social Security) returns the amount to us.

Despite all stores reopening on 04/25/2020, the aid for a second period (NOW2 June-August) was approved due to the 20% drop in sales. In November, the possibility of accepting the grant until 06/30/2021 was confirmed.

HONG KONG

We requested a grant in order to cover 50% of the salaries that consisted of two payments made in 2020.



Annex I: Social and employee aspects

HUNGARY

Since 03/17/2020, stores were closed and a measure of irregular distribution of working hours in 24 months was applied. This time working frame-work is applied from May, starting from the opening of stores it is regularized.

Between May 4 and 18, the stores reopen, working normally.

As of 11/11/2020 for 30 days, new restrictions applied to commerce are announced (closing time, capacity...) These measures are covered with the irregular working day distribution mechanism applied since April.

IRELAND

On 03/19/2020, stores were closed until June, therefore a temporary suspension measure was applied. The State pays the employees the benefit directly.

From the store opening date, a part of the workforce was activated, maintaining the minimum structure necessary to adapt to the new situation with capacity restrictions. The rest were suspended until 08/31/2020.

From 22/10/2020 there is a new store closure. All employees at Furlough again for 6 weeks. As of 12/28/2020 the stores close again, so the measure is activated again.

ITALY

As for Italy, commercial activity was restricted from 12/03/2020 and an agreement was signed with the unions

The first temporary suspension ended between June 5 and 7, depending on the area where the store was located. Subsequently, from September 1 to 27, it was applied again, after a new union consultation and request to the government. As of 10/24/2020, stores in shopping centres closed on weekends, so we carried out another union consultation to request a new measure until 01.31.2021.

The process to apply for the Cassa Integrazione in Deroga for Covid-19 consists of a union agreement at the national level with the 3 union organizations in the sector (remotely). It is about a salary coverage for the employee by the government of 9 weeks at 80% of the salary.

LUXEMBOURG

As of 03/16/2020, the country announced the closure of non-essential trade, so we applied a temporary suspension measure.

It consists of a Social Security benefit to the employee of 80% of the total gross salary. MANGO prepares the payment and then the Social Security reimburses it.

The measure was extended until 12/31/2020. Until June total, July-August maximum applicable to 25% of the workforce, September-October applicable to 20% and November-December to 15%.

The store reopened on 05/11/2020 but part of the collaborators continued in partial suspension.

A new closure was announced from 12/26/2020 to 01/01/2021. Given that the current measure only covered 15% of the workforce, a new measure was launched to cover 100%.

NORWAY

The stores did not close in the country, but extraordinary measures were approved for trade in labor matters due to the decrease in sales.

Between June and July we applied a temporary suspension measure to some collaborators. The measure consists of the payment by the state of the benefit to the collaborator.

Since October we have continued with some collaborators on temporary suspension.

POLAND

As of 03/14/2020, the stores closed temporarily, which is why a suspension measure was activated the following day.

On 7/11/2020, stores were closed again. MANGO assumed 100% of the salary, the collaborators were not suspended.



Annex I: Social and employee aspects

PORTUGAL

In Portugal on 03/18/2020 the government decreed a state of emergency, closing the country's businesses. However, no measures were published until 03/27/2020, the date on which we started the simplified suspension procedure for one month, being extended monthly until the reopening date.

In the event of a 40% decrease in sales, the government guaranteed an aid of 2/3 of the salary of each employee (70% by the State and the rest by the company).

In November, new restrictions were applied in the country and the opening and closing hours of stores were limited according to the municipality and the incidence of Covid affectation.

CZECH REPUBLIC

A state of emergency situation was announced implying the closure of non-essential shops as of 03/14/2020. The economic measures took effect from that day.

MANGO pays the full salary to employees and the state pays 60% of the salary of those who are suspended. Therefore the company assumes 40%. Between April 24 and May 15, stores reopen.

From 10.22.2020 to 3.12.2020 the government closed the stores, so a second aid was activated until 12/31/2020. This time the government compensation is extended to 100% of gross salary (including social security) with a cap of 50,000 CZK (€ 1,800).

UNITED KINGDOM

In the United Kingdom, commercial activity was suspended between March 20 and 23, 2020 in the different areas of England where MANGO has its own stores, so the requested temporary suspension measure applied from the closing date of the establishment.

The measure covers 80% of the salary of the employees. During this period, the company must continue to pay the cost of Social Security, an amount intended to maintain employment.

Starting in July, a partial suspension measure was approved, according to which, employees were able to take their contracted hours back on in order to adapt to the new commercial reality.

In November 2020, the total closure was again decreed in England (except Scotland and Ireland) so it was extended the partial suspension measure until April 30, 2021.

ROMANIA

On 03/23/2020 all stores closed and we applied a temporary suspension measure.

The Government published the Order of compensation of 75% of the base salaries in case of the temporary interruption of the activity. The requirements have been the reduction of benefits by 25% and more than 30% of the workforce in suspension. It is a payment made by the government to the company and the company is obliged to pay it to employees within 3 days of receipt.

All employees were reactivated between 10 and 06/14/2020 when the stores reopened.

The Government approved a subsidy for the months of June, July and August of 41.5% of the base salary paid to employees in these months. As of September, they extended the measure for a period of 3 months (until 12/31/2020)

During the months of November and December, closure restrictions were established on weekends in some areas of the country, for which the employees' schedules were reorganized.



Annex I: Social and employee aspects

RUSSIA

Between March 28 and 30, 2020, commercial activity was suspended in the different areas of Russia where MANGO has its own stores, which is why the application of the temporary suspension measure was requested. Between June and July 2020, the stores will reopen.

The measure consisted of the payment of 67% of the base salary by MANGO during the time it was in effect.

SINGAPORE

Suspension of non-essential activity was decreed from 04/07/2020.

The stores reopened on 06/18/2020 and all employees returned to their jobs. State aid was approved consisting of the payment of 75% of salary costs, depending on the month.

Since October we are receiving aid from the government of 25% salary cost until the end of the year.

SWITZERLAND

The stores closed since 03/17/2020 and a partial suspension measure was activated as of 03/20/2020. It is a flexible measure in terms of the number of hours of involvement, being possible to increase them to adapt the workforce to the new situation.

The measure entailed the coverage by the Caisse (Social Security) of 80% of the salary. MANGO continued to maintain the obligation to pay salaries directly to employees and subsequently avails itself of the aid.

As of 12/31/2020, most of the employees had the partial suspension measure (reduction of the hours worked) active until 04/17/2021. However, some months it was deactivated for all collaborators as the limits of involvement of 10% of the total workforce were not reached.

TURKEY

In Turkey, on 03/19/2020, commercial activity was suspended. Employees enjoyed paid vacations until the date of application of the temporary suspension measure (April 1). During the store closing period, government aid was 60% of gross annual salary, with direct payment to the employee

According to the existing limitations of the Government measures to access the measure, the company made the decision to supplement the salary of 10 employees, a total of 18,000 TRL / 2,480.59 EUR.

As of 1/06/2020 all stores reopened, following an active government support measure for employees who had to reduce their working hours (from full time to part time), paying them the salary difference. The measure remains active until 02/28/2021.

UKRAINE

As of 03/17/2020, all stores located in shopping centers closed. Part of the employees were suspended for reasons of force majeure, receiving 2/3 (67%) of their base salary from the Government.

The state extended the closure until 05.11.2020, so all stores remain closed until this date. As of May we activate all collaborators. A store located in Kiev remained closed until 07/15/2020 for administrative reasons of the shopping center but the staff was located in other stores.

On 11/14/2020, stores were closed for the weekend. Saturday and Sunday are set as rest days for all employees during this period (reorganization of schedules). On 12/15/2020, the Government Order was signed on the closure of stores from 01/08/2021 to 01/24/2020 (incl.).



GRI Standards / NFIS / Global Compact Content Index

P. 152 | GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

P. 160 | INDEX OF SDG CONTENTS



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

INDICATOR	INDICATOR DESCRIPTION	SECTION	PAGE	PRINCIPLES OF THE GLOBAL COMPACT
1. ORGANISATION PROFILE				
102-1	Name of the organisation	1.1 About MANGO: The Group	9	
102-2	Activities, brands, products, and services	1.1 About MANGO: The Group	9	
102-3	Location of headquarters	1.1 About MANGO: The Group	9	
102-4	Location of operations	1.1 About MANGO: The Group	9	
102-5	Ownership and legal form	1.1 About MANGO: The Group	9	
102-6	Markets served	3.1 Environmental aspects	51	
102-7	Scale of the organisation	2020 Key data / 3.2 Social and employee aspects / 04 Financial results / Annex 1	7, 62-63, 124-129, 132-150	
102-8	Information on employees and other workers	3.2 Social and employee aspects / Annex 1	62-63, 132-150	Principle 6
102-9	Supply chain	1.1 About MANGO: The Group	7, 13	
102-10	Significant changes to the organisation and its supply chain	1.1 About MANGO: The Group / 2. About the report and Materiality Matrix	7, 13, 15, 20-25	
102-11	Precautionary Principle or approach	3.1 Environmental aspects	32	
102-12	External initiatives	2.2 Our CSR / 3.1 Environmental aspects / 3.3 Human rights and supply chain / 3.4 Society	19, 30, 31, 39, 41, 56-57, 92, 97, 98, 114-122	
102-13	Membership of associations	2.2 Our CSR / 3.1 Environmental aspects / 3.3 Human rights and supply chain / 3.4 Society	19, 30, 31, 39, 41, 56-57, 92, 97, 98, 114-122	
2. STRATEGY				
102-14	Statement from senior decision-maker	Letter from the general manager	4, 5	
102-15	Key impacts, risks, and opportunities	2.2 Our CSR / 3.1 Environmental aspects / 3.2 Social and employee aspects / 3.4 Society	17-18, 28, 71, 100-103	
3. ETHICS AND INTEGRITY				
102-16	Values, principles, standards, and norms of behaviour	1.3 Values / 2.2 Our CSR	12, 17-18	Principle 10
4. GOVERNANCE				
102-18	Governance structure	1.2 Corporate governance	10	
5. STAKEHOLDER ENGAGEMENT				
102-40	List of stakeholder groups	2.3 Stakeholders and Materiality Matrix	20-25	
102-41	Collective bargaining agreements	3.2 Social and employee aspects	73-74	Principle 3
102-42	Identifying and selecting stakeholders	2.3 Stakeholders and Materiality Matrix	20-25	
102-43	Approach to stakeholder engagement	2.3 Stakeholders and Materiality Matrix	20-25	
102-44	Key topics and concerns raised	2.3 Stakeholders and Materiality Matrix	20-25	



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

6. REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	04 Financial result	126-127
102-46	Defining report content and topic Boundaries	2.3 Stakeholders and Materiality Matrix	15, 20-25
102-47	List of material topics	2.3 Stakeholders and Materiality Matrix	20-25
102-48	Restatements of information	2.1 Scope	15
102-49	Changes in reporting	2.1 Scope / 2.3 Stakeholders and Materiality Matrix	15, 20-25
102-50	Reporting period	2.1 Scope	15
102-51	Date of most recent report	2.1 Scope	15
102-52	Reporting cycle	2.1 Scope	15
102-53	Contact point for questions regarding the report	05 Contact details	130
102-54	Claims of reporting in accordance with the GRI Standards	Letter from the CEO / 2.1 Scope	4-5, 15-16
102-55	GRI content index	Index of GRI Standards / NFIS / global compact Contents	152-157
102-56	External verification	2.1 Scope	15-16

7. MATERIAL ASPECTS			
103-1 b)	Coverage of the material aspect and its impact and involvement	MATERIAL ASPECT	WHERE DOES THE IMPACT OCCUR?
		MANGO'S INVOLVEMENT IN THE IMPACT	
		GOOD GOVERNANCE	
		Anti-Corruption	Inside and outside the organisation
		ENVIRONMENTAL PERFORMANCE	
		Emissions	Direct and indirect
		Materials	Direct and indirect
		Environmental Compliance	Direct
		SOCIAL PERFORMANCE	
		Employment	Direct
		Health and safety at work	Direct
		Training and education	Direct
		Diversity and equal opportunities	Direct
		Non-Discrimination	Direct
		Child labour	Direct and indirect
		Forced or compulsory labour	Direct and indirect
		Human rights evaluation	Direct
		Social evaluation of suppliers	Direct
		Customer health and safety	Direct and indirect
103-1 c)	Specific limitation regarding the aspect boundary	There have been no limitations on the coverage of material aspects	



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

INDICATOR	INDICATOR DESCRIPTION	SECTION	PAGE	PRINCIPLES OF THE GLOBAL COMPACT
ENVIRONMENTAL PERFORMANCE				
EMISSIONS				
103-1a	Explanation of the material aspect	3.1 Environmental aspects	42-45	
103-2	The management approach and its components	3.1 Environmental aspects	42-45	
103-3	Evaluation of the management approach	3.1 Environmental aspects	42-45	
305-1	Direct (Scope 1) GHG emissions	3.1 Environmental aspects	44	Principle 7 and 8
305-2	Energy indirect (Scope 2) GHG emissions	3.1 Environmental aspects	44	Principle 7 and 8
305-3	Other indirect (Scope 3) GHG emissions	3.1 Environmental aspects	44	Principle 7 and 8
ENVIRONMENTAL COMPLIANCE				
103-1a	Explanation of the material aspect	3.1 Environmental aspects	Environmental compliance is necessary to ensure the absence of negative impacts in relation to sustainability. In addition, the failure to comply with the law may result financial and administrative penalties, as well as a reputational risk.	
103-2	The management approach and its components	3.1 Environmental aspects	28-32, 54, 60	
103-3	Evaluation of the management approach	3.1 Environmental aspects	28-32, 54, 60	
307-1	Non-compliance with environmental laws and regulations	3.1 Environmental aspects	60	Principle 8
MATERIALS				
103-1a	Explanation of the material aspect	3.1 Environmental aspects	33-41	
103-2	The management approach and its components	3.1 Environmental aspects	33-41	
103-3	Evaluation of the management approach	3.1 Environmental aspects	33-41	
301-1	Materials used by weight or volume.	3.1 Environmental aspects	34-38	
SOCIAL AND EMPLOYMENT PERFORMANCE				
EMPLOYMENT				
103-1a	Explanation of the material aspect	3.2 Social and employee aspects	61-70	
103-2	The management approach and its components	3.2 Social and employee aspects	61-70	
103-3	Evaluation of the management approach	3.2 Social and employee aspects	61-70	
401-2	Full-time employee benefits that are not provided to part-time or temporary employees.	3.2 Social and employee aspects	70	



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

INDICATOR	INDICATOR DESCRIPTION	SECTION	PAGE	PRINCIPLES OF THE GLOBAL COMPACT
OCCUPATIONAL HEALTH AND SAFETY				
103-1a	Explanation of the material aspect	3.2 Social and employee aspects	71-72	155
103-2	The management approach and its components	3.2 Social and employee aspects	71-72	
103-3	Evaluation of the management approach	3.2 Social and employee aspects	71-72	
403-1	Occupational health and safety management system	3.2 Social and employee aspects	71-72	
403-2	Hazard identification, risk assessment and incident investigation	3.2 Social and employee aspects	71-72	
403-3	Occupational health services	3.2 Social and employee aspects	71-72	
403-4	Worker participation, consultation and communication on health and safety at work	3.2 Social and employee aspects	71-72	
403-5	Training of workers on health and safety at work	3.2 Social and employee aspects	71-72	
403-6	Promotion of workers'health	3.2 Social and employee aspects	71-72	
403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relationships	3.2 Social and employee aspects	71-72	
403-8	Coverage of the occupational health and safety management system	3.2 Social and employee aspects	71-72	
403-9	Work accident injuries	3.2 Social and employee aspects	72	
403-9	Occupational diseases and illnesses	3.2 Social and employee aspects	72	
TRAINING AND EDUCATION				
103-1a	Explanation of the material aspect	3.2 Social and employee aspects	75-79	156
103-2	The management approach and its components	3.2 Social and employee aspects	75-79	
103-3	Evaluation of the management approach	3.2 Social and employee aspects	75-79	
404-2	Programmes for upgrading employee skills and transition assistance programmes	3.2 Social and employee aspects	75-79	



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

INDICATOR	INDICATOR DESCRIPTION	SECTION	PAGE	PRINCIPLES OF THE GLOBAL COMPACT
DIVERSITY AND EQUAL OPPORTUNITIES				
103-1a	Explanation of the material aspect	3.2 Social and employee aspects	61, 80-82	
103-2	The management approach and its components	3.2 Social and employee aspects	61, 80-82	
103-3	Evaluation of the management approach	3.2 Social and employee aspects	61, 80-82	
405-1	Diversity of governance bodies and employees	1.2 Corporate governance / 3.2 Social and employee aspects / Annex 1	10, 62-63, 132-140	Principle 6
NON-DISCRIMINATION				
103-1a	Explanation of the material aspect	1.3 Values / 3.2 Social and employee aspects / 3.3 Human rights and supply chain	17-18, 80, 87-93	
103-2	The management approach and its components	1.3 Values / 3.2 Social and employee aspectss / 3.3 Human rights and supply chain	17-18, 80, 87-93	
103-3	Evaluation of the management approach	1.3 Values / 3.2 Social and employee aspects / 3.3 Human rights and supply chain	17-18, 80, 87-93	
406-1	Incidents of discrimination and corrective actions taken	No cases of discrimination were recorded during the period covered by the report.		
CHILD LABOUR				
103-1a	Explanation of the material aspect	3.3 Human rights and supply chain	87-93	
103-2	The management approach and its components	3.3 Human rights and supply chain	87-93	
103-3	Evaluation of the management approach	3.3 Human rights and supply chain	87-93	
408-1	Operations and suppliers at significant risk for incidents of child labour	No cases of child labour have been recorded during the reporting period.		Principle 5



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

INDICATOR	INDICATOR DESCRIPTION	SECTION	PAGE	PRINCIPLES OF THE GLOBAL COMPACT
FORCED OR COMPULSORY LABOUR				
103-1a	Explanation of the material aspect	3.3 Human rights and supply chain	87-93	
103-2	The management approach and its components	3.3 Human rights and supply chain	87-93	
103-3	Evaluation of the management approach	3.3 Human rights and supply chain	87-93	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	No cases of forced labour were recorded during the period covered by the report. In accordance with the audit protocol, all production sites are audited to detect possible non-compliance in this area.		Principle 4
HUMAN RIGHTS EVALUATION				
103-1a	Explanation of the material aspect	3.3 Human rights and supply chain	87-94	
103-2	The management approach and its components	3.3 Human rights and supply chain	87-94	
103-3	Evaluation of the management approach	3.3 Human rights and supply chain	87-94	
412-1	Operations that have been subject to human rights reviews or impact assessments	3.3 Human rights and supply chain	93-94	Principles 1 y 2
SOCIAL EVALUATION OF SUPPLIERS				
103-1a	Explanation of the material aspect	3.3 Human rights and supply chain	83-94	
103-2	The management approach and its components	3.3 Human rights and supply chain	83-94	
103-3	Evaluation of the management approach	3.3 Human rights and supply chain	83-94	
414-1	New suppliers that were screened using social criteria	3.3 Human rights and supply chain	84-85	Principle 2
CUSTOMER HEALTH AND SAFETY				
103-1a	Explanation of the material aspect	3.4 Society	100-103	
103-2	The management approach and its components	3.4 Society	100-103	
103-3	Evaluation of the management approach	3.4 Society	100-103	
416-1	Assessment of the health and safety impacts of product and service categories	3.4 Society	102	
ANTI-CORRUPTION				
103-1a	Explanation of the material aspect	3.4 Society	17-18	
103-2	The management approach and its components	3.4 Society	17-18	
103-3	Evaluation of the management approach	3.4 Society	17-18	
205-3	Confirmed incidents of corruption and actions taken	In the reference period of this report there have been no cases of corruption.		Principle 10



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

SCOPE	NON-FINANCIAL REPORTING ISSUES	RELATED GRI STANDARDS	SECTION	PAGE
BUSINESS MODEL	Description of the group's business model	102-1 / 102-2 / 102-3 / 102-4 / 102-6 / 102-7	1.1 The Group	9
POLICIES	Description of the group's non-financial policies and their results	103 Management approaches to each material area within the Economic, Environmental and Social Dimensions	1.1 The Group / 2.2 Our CSR / 03 Sustainability model	9, 12, 17-18, 28-29, 32
RISKS	The main risks associated with the group's activities, business relationships, products or services that may have negative effects and how the group detects and manages such risks	102-15	2.2 Our CSR / 3.1 Environmental aspects / 3.2 Social and employee aspects / 3.4 Society	17-18, 28-29, 71, 100-103
ENVIRONMENTAL ASPECTS	GENERAL INFORMATION			
	Detailed information on the current and foreseeable effects of the company's activities on environment and, where appropriate, health and safety, environmental evaluation or certification procedures; resources dedicated to the prevention of environmental risks and application of the principle of precaution; the amount of provisions and guarantees for environmental risks	103 Management approach to each material area within the environmental dimension	3.1 Environmental aspects	18-32, 60
	POLLUTION			
	Measures to prevent, reduce or repair carbon emissions that seriously affect the environment; taking into account any form of air pollution specific to a activity, including noise and light pollution	103 Emissions / Biodiversity management approach	3.1 Environmental aspects	42-45
	CIRCULAR ECONOMY AND WASTE PREVENTION AND MANAGEMENT			
	Measures for prevention, recycling, reuse, other forms of recovery and elimination of waste	103 Effluent and waste management approach	3.1 Environmental aspects	55-60
	Actions to combat food waste	-	Not material	
	SUSTAINABLE USE OF RESOURCES			
	Water consumption and water supply in accordance with local constraints	-	Not material	
	Consumption of raw materials and measures taken to improve the efficiency of their use	103 Materials management approach. 301-1 / 301-2	3.1 Environmental aspects	34-38
	Direct and indirect energy consumption, measures taken to improve energy efficiency and use of	103 Energy management approach 302-1	3.1 Environmental aspects	45, 49-53
	CLIMATE CHANGE			
	The important elements of greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces;	103 Emissions management approach 305-1 / 305-2 / 305-3	3.1 Environmental aspects	42-45
	Measures taken to adapt to the consequences of climate change	103 Emissions management approach	3.1 Environmental aspects	42-45
	The voluntary medium- and long-term reduction targets set to reduce emissions of greenhouse gases and the means implemented to that end.	103 Emissions management approach	3.1 Environmental aspects	42-45
	PROTECTION OF BIODIVERSITY			
	Measures taken to preserve or restore biodiversity; Impacts caused by activities or operations in protected areas.	103 Biodiversity management approach	3.1 Environmental aspects	54



GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

SOCIAL AND STAFF RELATED ASPECTS	EMPLOYMENT			
	Total number and distribution of employees by gender, age, country and professional classification;	103 Employment management approach 102-8 / 405-1	3.2 Social and employee aspects / Annex 1	62-63, 132, 143-150
	Total number and distribution of employment contract modalities	102-8	3.2 Social and employee aspects / Annex 1	133-136
	Average annual number of permanent contracts, temporary contracts and partial time contracts by gender, age and professional classification	102-8 / 405-1	3.2 Social and employee aspects / Annex 1	137-140
	Number of layoffs by gender, age and professional classification	401-1	3.2 Social and employee aspects / Annex 1	141-142
	Average salaries and their evolution disaggregated by gender, age and classification professional or equal value;	103 Diversity and Equality management approach opportunities	3.2 Social and employee aspects	64-66
	Wage gap, remuneration for equal or average jobs in the company	405-2	3.2 Social and employee aspects	64
SOCIAL AND STAFF RELATED ASPECTS	The average remuneration of directors and executives, including variable remuneration and allowances, compensation, payment to long-term savings schemes and any other perception, disaggregated by gender.	103 Diversity and Equality management approach opportunities	3.2 Social and employee aspects	67
	Implementation of labour disconnection policies	103 Employment management approach	3.2 Social and employee aspects	69
	Employees with disabilities	405-1	3.2 Social and employee aspects / Annex 1	81-82, 140
	WORK PLANNING			
	Organisation of working time	103 Employment management approach	3.2 Social and employee aspects	68-69
	Number of hours of abstention	403-9 / 403-10	3.2 Social and employee aspects	69
	Measures to facilitate the enjoyment of conciliation and to encourage the co-responsible exercise of it on the part of both parents.	103 Employment management approach	3.2 Social and employee aspects	70
	HEALTH AND SAFETY			
	Health and safety conditions at work;	103 Occupational Health and Safety management approach / 403-1 al 403-8	3.2 Social and employee aspects	71-72
	Workplace accidents, in particular their frequency and severity, Occupational diseases, disaggregated by gender.	403-9 / 403-10	3.2 Social and employee aspects	72
	SOCIAL RELATIONS			
	Organisation of social dialogue, including procedures to inform and consult staff and negotiate with them;	103 Worker-Business Relations management approach	3.2 Social and employee aspects	73
	Percentage of employees covered by collective bargaining agreements by country	102-41	3.2 Social and employee aspects	74
	The balance of collective agreements, particularly in the field of health and safety at work.	403-4	3.2 Social and employee aspects	73-74
	TRAINING			
	The policies implemented in the training field;	103 Training and teaching management approach 404-2	3.2 Social and employee aspects	75-79
	The total number of training hours by professional category.	404-1	3.2 Social and employee aspects	79
	UNIVERSAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES	103 Diversity and Equality of opportunities and Non-discrimination management approach	3.2 Social and employee aspects	80-82













GRI STANDARDS / NFIS / GLOBAL COMPACT CONTENT INDEX

SCOPE	NON-FINANCIAL REPORTING ISSUES	RELATED GRI STANDARDS	SECTION	PAGE
	EQUALITY			
	Measures taken to promote equal treatment and opportunities between women and men;		3.2 Social and employee aspects	80-82
	Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men), measures taken to promote employment, protocols against sexual harassment and by gender, the integration and universal accessibility of persons with disabilities;	103 Diversity and Equality of opportunities and Non-discrimination management approach	3.2 Social and employee aspects	64, 80-82
	The policy against all types of discrimination and, where appropriate, the management of diversity.		3.2 Social and employee aspects	80-82
	Application of human rights due diligence procedures. Prevention of the risks of human rights violations and, where appropriate, measures to mitigate, manage and remedy possible abuses	103 Human Rights Evaluation management approach, No Discrimination, Child labour and Forced or compulsory labour 102-16 / 102-17 / 412-1	3.3 Human rights and supply chain	17-18, 83-98
	Complaints about cases of human rights violations;	406-1	2.2 Our CSR / GRI Standards index	18, 156
	Promotion of and compliance with the provisions of the fundamental conventions of the International Labour Organisation related to the respect for freedom of association and the right to collective bargaining;	103 Management approach to freedom of association and collective bargaining	3.3 Human rights and supply chain	88-89
	The elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	103 Non-Discrimination management approach 406-1 / 408-1 / 409-1	3.3 Human rights and supply chain	87-93
	CORRUPTION AND BRIBERY			
	Measures taken to prevent corruption and bribery and to combat money laundering	103 Anti-Corruption management approach 102-16 / 102-17 / 205-3	2.2 Our CSR	17-18
	Contributions to foundations and non-profit organisations.	413-1	3.4 Society	114-122
	COMPANY'S COMMITMENT TO SUSTAINABLE DEVELOPMENT			
	The impact of company's activity on employment and local development; the impact of the activity of the company in the local populations and in the territory;	103 Local Community and indirect economic Impact management approach 203-1 / 413-1	3.4 Society	114-122
	The relations maintained with the actors of the local communities and the forms of dialogue with them;	102-43	3.4 Society	114-122
	The actions of association or sponsorship.	102-12 / 102-13	2.2 Our CSR / 3.1 Environmental aspects / 3.3 Human rights and supply chain / 3.4 Society	19, 30, 31, 39, 41, 56, 57, 92, 97, 98, 114-122
	SUBCONTRACTING AND SUPPLIERS			
	The inclusion in the procurement policy of social issues, gender equality and environmental; Consideration in the relations with suppliers and subcontractors of their social and environmental responsibility;	103 Management approach to environmental and social evaluation of suppliers. 102-9 / 414-1	01 About MANGO / 3.3. Human rights and supply chain	9, 13, 83-96
	Monitoring and audit systems and their results.		3.3 Human rights and supply chain	91-94
	CONSUMERS			
	Measures for the health and safety of the consumers;	103 Product Health and Safety management approach. 416-1	3.4 Society	100-103
	Claim systems, complaints received and their resolution.	103 Marketing and Labelling and Customer Privacy management approach	3.4 Society	109
	TAX INFORMATION			
	Profits obtained country by country. Taxes on profits paid	103 Economic performance management approach	04 Financial results	128-129
	Public subsidies received	201-4	04 Financial results	128-129



SDG INDEX OF CONTENTS

			PAGE
1		End poverty in all its forms everywhere	114-122
2		End hunger, achieve food security and improved nutrition and promote sustainable agriculture	114-122
3		Ensure healthy lives and promote well-being for all at all ages	71-72, 100-103, 114-122
4		Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	75-78
5		Achieve gender equality and empower all women and girls	81-82
7		Ensure access to affordable, reliable, sustainable and modern energy for all	45
8		Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	125-129
12		Ensure sustainable consumption and production patterns	30-40, 56-59
13		Take urgent action to combat climate change and its impacts	42-45
17		Strengthen the means of implementation and revitalise the global partnership for sustainable development	19, 97-98, 114-122

MANGO

DESIGN
MANGO
REPORTIA