



# Questionnaire

## Business & Human Rights Centre

JUNE 2023

For Mango, the health and safety of its team and of the people that make up its distribution ecosystem is always its priority, especially at this moment, after the earthquakes occurred last February.

Turkey is a strategic territory for Mango, and one it has very close ties with. As soon as we received the news about the earthquakes, the company activated its safety protocols to guarantee the well-being and safety of all its employees, personnel in stores, suppliers and factories, in order to offer them all support and assistance (financial and moral) during the difficult moments of confusion and uncertainty.

Since then, the company has been continually monitoring the situation thanks to the local teams based in Istanbul.

From the humanitarian aid perspective, aware of the needs on the ground and considering that the earthquake occurred in the winter season, Mango sent clothes to the different areas affected by the earthquakes. Moreover, in line with Mango's commitment to people, the company made a donation of three million Turkish lira to the Turkish Red Crescent, which works on the ground to help those affected by this natural disaster. And also Mango has launched several emergency aid campaigns performed through local partners such as AFAD (Disaster and Emergency Management Presidency), TÜRK KIZILAY (Turkey Red Crescent) and Médecins Sans Frontières. These solidary campaigns pretend to attend the needs of the most vulnerable workers and those who received the impact of the earthquake severely.

From the supply chain perspective, Mango works with 663 factories in the country, one of the biggest sourcing countries for the company. All active factories in the region producing at that moment were directly contacted. In the following days, potential risks in the area were identified: mainly, building security and forced labour. Following due diligence criteria, Mango established an on-site visit plan, including tier 1 and tier 2, which started some weeks after the earthquake for security reasons and was performed by Mango CSR local team.

To date, the factory visits are already completed in the earthquake zone. The priority purpose of the visit was to determine the structural damages and the safety conditions for the workers, especially for pregnant women, as well as any potential risk situation mentioned above.

During these visits, the problems faced by the factories in production were listened to, information about the measures taken for building safety was obtained and above all, it was checked whether workers rights were fully respected. It was checked in situ, that the payments to the workers were made regularly, thus no forced labour evidence was detected in any case. In addition, no penalty was applied to those suppliers who experienced delay in their orders, on the contrary, flexibility was given to suppliers who want to move their orders to safer provinces.

# MANGO

As a conclusion, during the on-site visits, no non-compliance was detected regarding forced labour, remuneration or building safety. The factories continued their operations after receiving the "No Damage Report" from the authorized institutions after the earthquake. All sourcing and buying practices remain the same as previous situation before earthquakes.

It is planned a follow-up trip to the most affected areas by September to check improvements and assure there is no breaches or rights infringement at the factories.