

# MANGO

As part of Mango's commitment to people and respecting human rights, the company has a Code of Conduct for Suppliers that includes the minimum socio-labour norms and requirements to be taken into consideration when working with Mango. This Code of Conduct is mandatory for acceptance and compliance by all suppliers and manufacturers that are part of the Mango's supply chain.

As soon as the earthquake occurred in Turkey in February 2023, the company started monitoring its supply chain in the earthquake region very closely to prevent potential risks right after the event. The aim of this response was to address the potential human rights infringements at factories in earthquake-affected regions.

After the event occurred, Turkish social compliance representatives of global brands came together, and a working group was established. The name of the group is BCWG Turkey (Brands Collaboration Working Group), and its aim is to identify the risks that may arise in the long and short term for workers and factories in the earthquake region and to ensure that joint action is taken.

Mango carried out visits to the factories affected to identify the potential risks (forced labour, child labour, building safety and wages). These risks were pointed out by the BCWG Turkey. Accordingly, an audit scope was created. The audits were conducted as a site tour focused on health and safety issues and as a desk-based review based on payments and working hours. All the audit work was done considering the severe situation that the workers suffered.

In this regard, Mango visited all its active factories in the region periodically. All the visits were completed in September 2023. During those visits, Mango requested its suppliers to comply with their responsibilities and legal requirements, as well as with the Code of Conduct of Mango.

During the audit visits, it was seen that all factories suspended their operations for 7 to 21 days. It was observed that payments for the first 7 days of non-working were made in full of all factories in Mango's supply chain. It was determined that employers made relief payments to employees for the days of non-working and applied for governmental support which are called <sup>1</sup>KÇÖ\* and NÜD\*\*. No findings were detected regarding forced work overtime.

Mango was aware and kept track on the trade union protests that took place after the earthquake and closely monitored them. As no factory was part of Mango's supply chain the company didn't apply any penalties or sanctions to its suppliers.

Regarding payments, 3-months' time records were examined as part of a random and risk-based sampling. The main finding was that severance payment and remaining benefits were paid legally to the surviving families or relatives of the workers who lost their lives in the earthquake.

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<sup>1</sup> \*KÇÖ: Short-time Working Allowance

<https://www.iskur.gov.tr/isveren/kisa-calisma-odeneği/genel-bilgiler/>

\*\* NÜD: Cash Wage Support (In case workers don't entitle to KÇÖ)

<https://www.iskur.gov.tr/is-arayan/issizlik-sigortasi/nakdi-ucret-destegi-ohal/>

Also, during the visits, it was detected that an especially vulnerable group, Syrian migrants, were working in Mango's supply chain in the earthquake zone. So, an audit was conducted to identify whether foreign employees had work permits and whether all their rights were ensured, including payments. No violations were noted in this sense.

As next steps, new follow-up visits will be carried out in the earthquake hit region during the next months (starting next March 2024).

It is worth to highlight that Mango is in the process of becoming a partner of a project launched by the MUDEM Refugee Support Center (MUDEM), a Turkish NGO. Through a website maintained by the NGO, Syrian textile workers in Turkey receive legal advice and can report abuses in the workplace. MUDEM employees then contact the workers to assist them and discuss solutions. The remedial process focuses on cooperation with the companies and suppliers involved to develop improvement plans and corrective measures. This project will establish a grievance mechanism<sup>2</sup> to hear the voices of immigrant workers closely and be informed about rising complaints. Mango is planning to cover its supply chain in all provinces; however, the suppliers in the earthquake zone will be a priority based on the risks.

Mango is fully committed to respecting, protecting, and promoting human rights within its entire supply chain and it will continuously monitor the situation in the Türkiye region, taking actions to ensure workers are not facing any kinds of abuses.

We remind at your disposal for any clarification.

SUSTAINABILITY DEPARTMENT / SOCIAL IMPACT TEAM

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<sup>2</sup> <https://iscidestekmerkezi.org/en/>