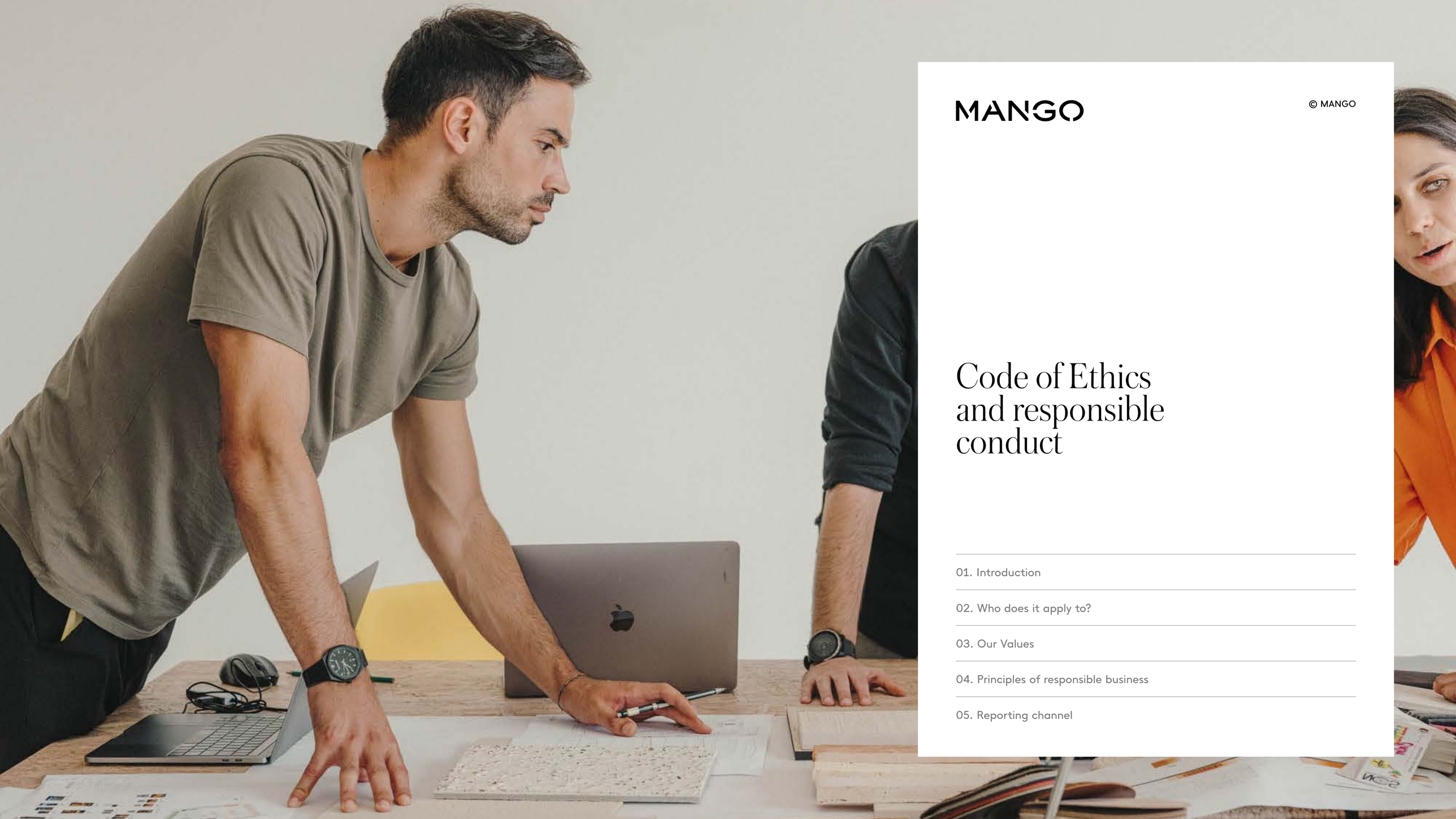

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Code of Ethics and responsible conduct

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Dear Mango employees:

In this code of ethics and responsible conduct you will find the rules of conduct that have guided us to where we are today, and which have always been the starting point of our philosophy and our raison d'être as a company.

This document contains all the necessary information to help you act and take decisions correctly at any moment, observing the principles and values of Mango.

At Mango we work day-by-day so that each day more people will trust in the company. In line with this commitment, we request compliance with the ethical code both internally and with our stakeholders and society. Good practices and transparency are the basis of our commitment.

We encourage you to read this ethical code carefully and if you have any queries or believe that any of the actions proposed are not being fulfilled, to notify us via the complaints channel.

Together, we continue to advance with the commitment to preserve the ethical principles and values of the company.

Toni Ruiz, Chief Executive Officer (CEO) and Chairman

1. Introduction

In the present code you will find the minimum standards of conduct that must regulate our day-to-day actions in our professional relationships, which form the basis of our way of doing things.

At Mango we are committed to maintaining and demonstrating an ethical conduct beyond mere compliance with the law with all the third parties with whom we maintain business relations, our stakeholder groups, all the environments in which we interact and society as a whole.

2. Who does it apply to?

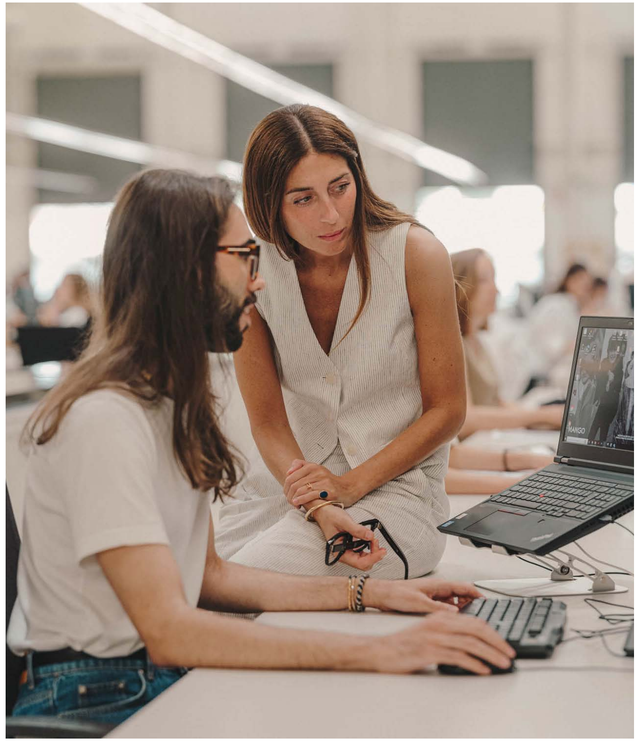
Compliance with the ethical code is mandatory for all Mango employees, suppliers, contractors, business partners, franchisees, people who collaborate with us, or any person who acts on behalf of the company.

We must all personally assume a responsibility to comply with it, lead by example, ensure that it is complied with in our working environment and act with integrity.

3.

Our Values

These values must be the basis of the conduct of all Mango employees.



Caring

- We are empathetic. We listen to one other and put ourselves in others' shoes.
- We are detail-oriented. We do things with care and we focus on even the tiniest of details.
- We are diverse. We push for diversity and inclusion. We see the value that each person brings.

Committed

- We are ambitious. We strive to achieve excellence and surpass our goals.
- We are consistent. We do what we say, and we never make up excuses.
- We are sustainable. We all do our part to make Mango and the world a better place.

Entrepreneurial Mindset

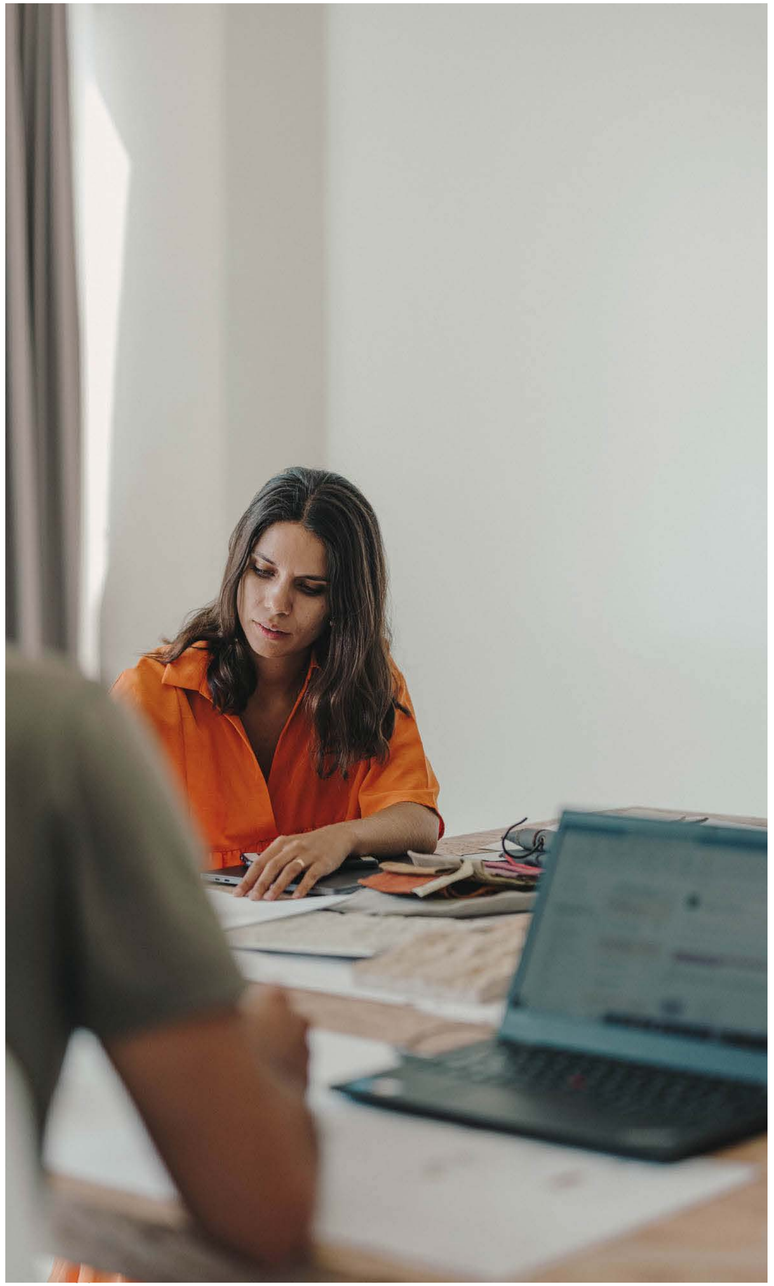
- We are proactive. We propose new ideas and more efficient ways of doing things.
- We are brave. We try new things, and we aren't afraid to make mistakes and learn from them.
- We are persistent. We make things happen.

Authentic

- We are creative. We take on challenges with creativity and remain true to our DNA.
- We are passionate. We display our passion in all that we do.
- We are transparent. We say what we think in a constructive manner.

Culturally Curious

- We are fashion. We are Mango. We are excited to keep finding out more and more about our business, our product and fashion.
- We are curious. We continuously learn and we have a taste for art and culture.
- We are open-minded. We show interest in different cultures, ideas and opinions.



4. Principles of responsable business

Who does it apply to?

- Mango employees, suppliers, contractors, business partners, franchisees, or any person who acts on behalf of the company.

What are responsible practices?

- Working conditions that are fair, decent and in accordance with the current legislation.
- Healthy working environment.
- Equal treatment in all areas of application. Non-discrimination.
- Continuous professional development for all employees.
- Fair and honest competition.
- Respect for intellectual property.

Relations with third parties

- Reject of conflict of interest situations.
- We shall not offer or accept gifts, favours, invitations or special treatment.
- Rejection of any form of bribe.
- Transparent, independent and professional relations with third parties and public officials.
- Lawful payments and collections.

Compliance with the law

- Respect for policies and legal regulations.
- Privacy and confidentiality.
- Financial and fiscal responsibility.

Respect for the environment

What should I do if I detect an incident?

You can contact
us at ethics@mango.com
Postal address: Calle Mercaders 9-11,
Polígono Industrial Riera de Caldes de
Palau-solità i Plegamans (Barcelona).
For the attention of Internal Control
and Risks.

4.1.

Working conditions

At Mango we are committed to creating a framework of trust in which employees are able to grow and develop professionally. Stability, dialogue, training and recognition are the pillars we work on every day as transformative agents to face new challenges and acheive key goals.

- We guarantee all employees working conditions that are decent, fair and in accordance with the current legislation.
- We do not employ anyone who is below the legal working age, in accordance with international policy.
- We ensure compliance with work and rest times,applying the statutory regulations of each country.
- We ensure that the remuneration is fair and adapted to each employment market.
- Our employment relations are established in an equitable manner, defending the fundamental rights and principles of persons, such as freedom of association, healthy and safety working conditions, among others.
- We do not tolerate harassment in any of its forms or expressions.

4.2.

Healthy and safety

Mango has a health and safety policy which implements strategies that improve working conditions for the physical, psychological and social well-being of our employees.

- We are committed to our teams and we promote a healthy working environment.
- We are committed to the continuous improvement of the health, safety and well-being of our employees.
- We integrate the safety and well-being of persons in all our activities and processes to minimise risks and prevent any harm associated with our professional activity.

4.3.

Equal treatment and opportunities

Mango is characterised by the cultural diversity that has resulted from the internationalisation of our business. Equal treatment and opportunities is a commitment inherent to the management of persons.

- We guarantee equal treatment and opportunities for employees, customers and suppliers, rejecting any form of discrimination, direct or indirect, irrespective of age, gender, race, colour, religion, sexual orientation, social status, civil status, nationality, political opinion or family responsibilities.
- We contribute to generating a positive impact on society through our social action.

4.4.

Professional development

Our training and personal development policy aims to support the fulfilment of the strategic goals of the business and promote internal talent. To achieve this, we have a skills model that defines the optimal conduct to fulfil our overall stategy.

- We support the professional growth and development of our employees by promoting the improvement of their skills and abilities for the correct execution of their duties. To achieve this, we place the necessary tools for continuous learning at their disposal.
- We are committed to internal promotion and to offering our employees professional opportunities that arise within the company.

4.5.

Relation with third parties

We avoid taking decisions that may put our personal interests before those of the company, by ensuring that we comply with the following premises:

Conflicts of interest

We encounter a conflict of interest situation when an action or conduct tends to be unduly influenced by a secondary interest, normally of a personal or financial nature.

- We reject any situation that involves a conflict of interest.

Gifts and favours

- We shall not offer nor accept gifts, favours, invitations, special treatment or any other type of incentives that may compensate or influence a business decision, in order to maintain an independent employment relationship at all times.

Fraud, corruption and bribes

- We reject any form of bribe, whether financial or of any other nature, that may be interpreted as an attempt to influence or obtain illicit benefits.
- We guarantee that relations with third parties, whether public officials, private companies or physical persons, are at all times independent, transparent and free of any situation of bribery or corruption.
- We reject any type of fraud or corruption for personal or third-party benefit.

Unlawful payments

- We do not receive or offer money or other non-financial incentives for the purpose of obtaining a benefit in exchange for an illicit transaction.
- We do not tolerate the reception of illicit payments, or the making of payments with the intention of committing a fraudulent action.

Confidential information

- We shall not use information, goods or services we have become aware of in the performance of our duties or which belong to the company, for personal or third-party benefit. We shall treat such information as confidential.

4.6.

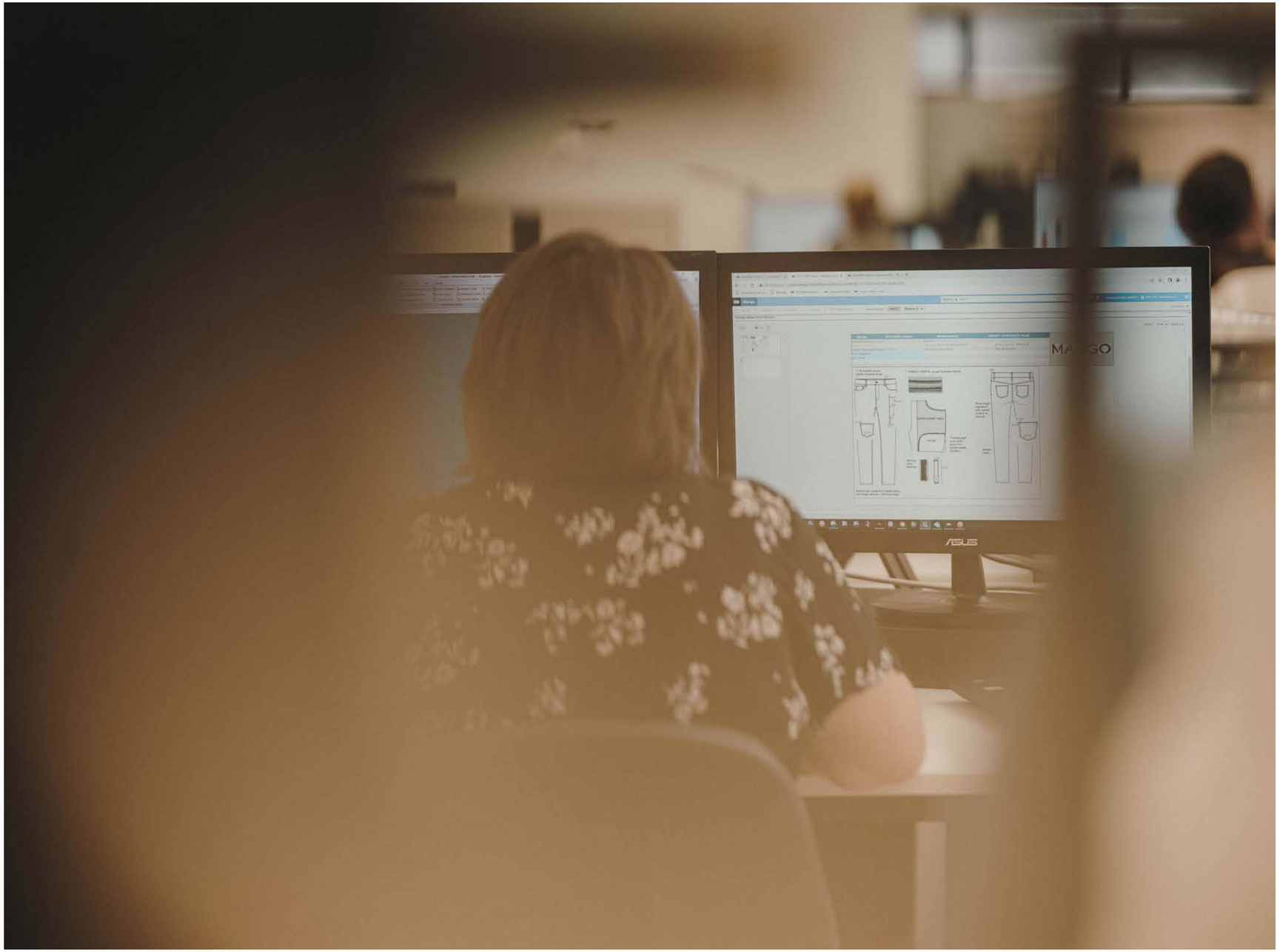
Fair competition

- We are committed to respecting the companies in our professional environment by maintaining a fair, honest and loyal relationship with them at all times.
- We will not take advantage of beneficial situations in order to engage in unfair competition, obtain an unfair advantage by violating laws or engaging indishonest or fraudulent conduct.
- We are committed to fulfilling contracts and agreed conditions.
- We do not tolerate actions of boycott against a supplier or customer.

4.7.

Intellectual and industrial property

- We are committed to respecting industrial property, intellectual property, copyright, patents, licences and trademarks.
- We will take corrective measures in order to protect the above points, including moniitoring, control and raising awareness among Mango employees.



4.8.

Respect for policies and statutory regulations

Our model of crime prevention sets out the responsible practices of Mango in all its areas of influence. The company's management bodies continually assess the risks that may have an impact on Mango activities, taking the necessary measures to monitor and control them.

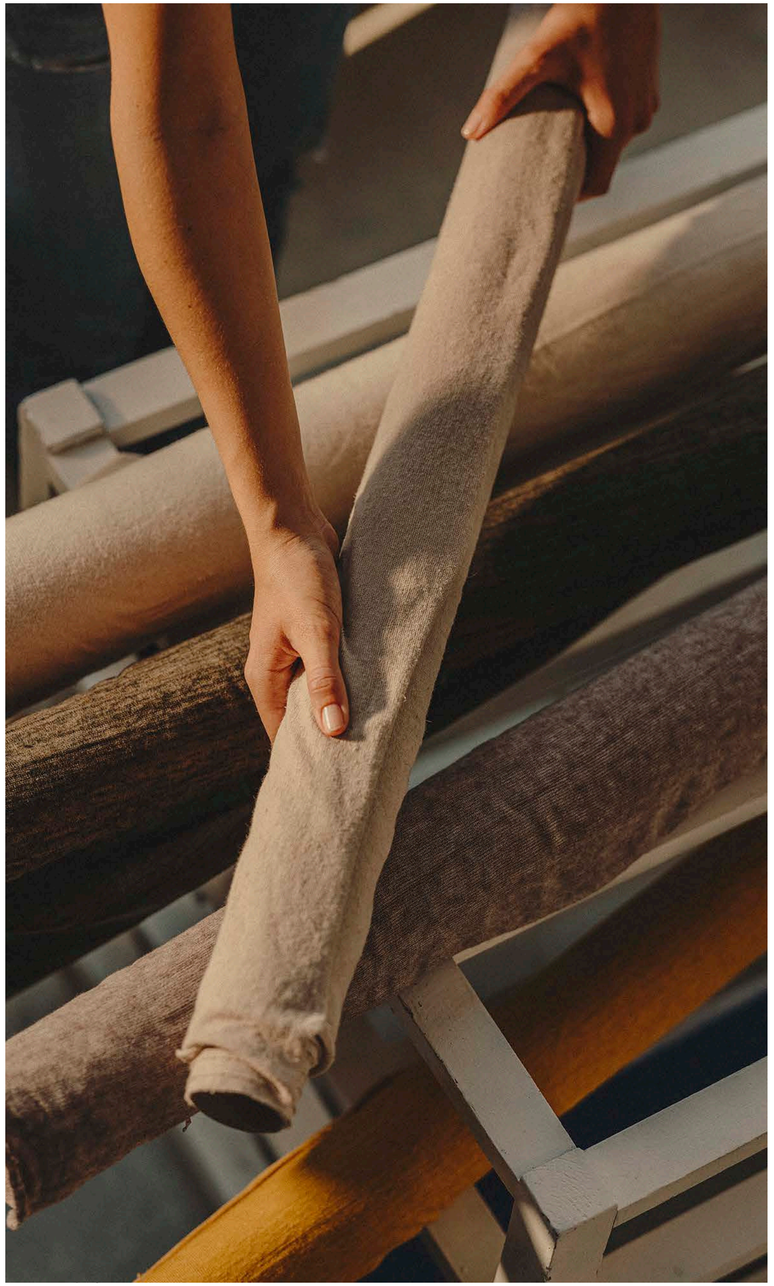
- We guarantee compliance with the legislation in each country we operate in and adapt it to company procedures.
- We respect the internal regulations and policies and ensure their compliance by providing stakeholders the required information.
- We respect internationally-recognised human rights.

4.9.

Data protection and privacy

We respect the current legislation concerning personal data protection, privacy, confidentiality and security of personal data.

- We guarantee that personal data will not be disclosed or processed unless a legal imperative exists.
- We will store the information under the required security conditions to prevent their alteration, loss, consultation, use, unauthorised or fraudulent access.
- We commit to maintaining the confidentiality of personal data and to treating them in accordance with the company's privacy and protection regulations.
- We do not tolerate the sale and purchase of personal data.



4.10.

The environment and sustainability

At Mango we are conscious that we have a direct responsibility over the impact we generate in our surroundings, therefore we have a firm commitment to the environment and sustainable development, which we implement through a model of responsible management.

In the last few years, environmental sustainability has established itself as a key element within the company's business model. At Mango we do not see sustainability as a goal, but as a path for decision making and implementing projects and actions to develop the business and the product responsibly and with the lowest possible environmental impact.

Mango is conscious of the climatic risks and environmental impacts associated with its activity and product and recognises the importance of taking them into account in the short, medium and long term in all the countries in which it operates. Consequently, at Mango we are working to include such aspects in the company's sustainability strategy, and to ensure that they are managed and monitored.

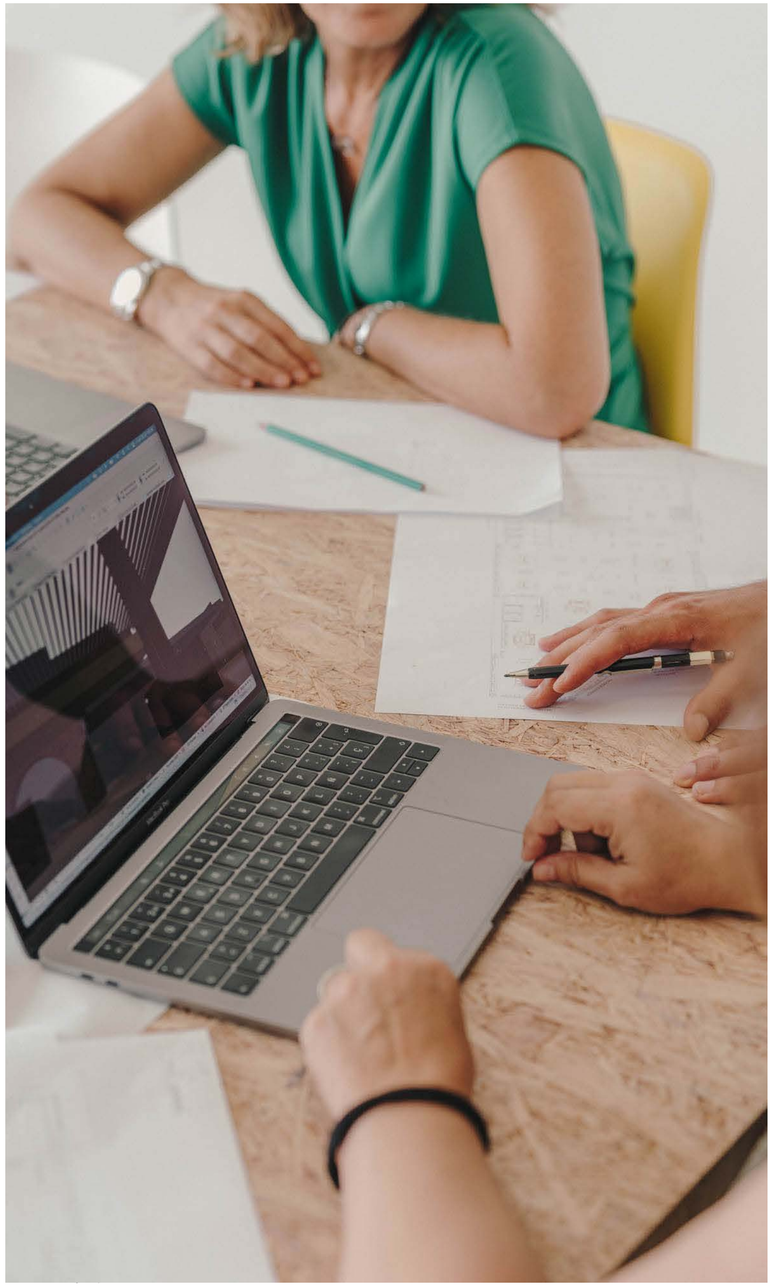
This strategy is part of a centralised management system within the Sustainability department and the company's environmental policy, with ultimate decision making in the Sustainability Committee and the Steering Committee.

- We achieve our goals in an environmentally-respectful way, we establish alliances that guarantee efficient and responsible management of the supply chain and we encourage all of our employees and stakeholder groups to adopt environmentally-responsible practices.
- We build relationships of trust with suppliers, whose models of conduct are coherent with our corporate social responsibility commitments, and we encourage compliance with our code of social, employment and environmental conduct.
- We monitor our impact on the environment, especially the impact we generate from the use of chemical products during the manufacturing process or the production and distribution process itself.
- We implement improvements that seek to minimise the consumption of resources, and every year we offset greenhouse gas emissions through offset projects near our production areas that stimulate sustainable development in our areas of influence.
- We ensure compliance with the commitments established in the organisation's environmental policy.
- We promote the use of sustainable processes and fibres through products that have a low environmental impact.
- We manufacture quality products and guarantee that our products are free of substances that are harmful to the health and safety of our employees and customers.

4.11.

Financial and fiscal responsibility

- We comply with the tax regulations and record accounting transactions in the financial statements, based on the applicable legislation in each country and in a totally transparent manner.
- We guarantee total transparency with the market. The information we divulge, internally and externally, is true, accurate and complete, without deception and does not distort reality.



5. Complaints channel

Mango makes available to all persons who have a professional or commercial relationship with the company a communication channel that allows them to report any situation involving non-ethical conduct or breach of the present code, the legislation or internal regulations. This channel complies with Law 2/2023 on the protection of people who report on regulatory breaches and the fight against corruption.

What type of situations can I report?

In the complaints channel, you can report any situation which you believe adheres to any of the following examples:

- If you observe that any of the premises identified in the ethical code is not being complied with.
- If you suspect the existence of any malicious, unlawful or unethical conduct which may be a criminal offence.
- If you observe that the internal rules and regulations are not being fulfilled.

Complaints may be anonymous or by identifying yourself as an informant and must always be in good faith, lodged in the manner presented in this document, and based on facts or evidence that said conduct may be unethical, irregular or unlawful.

How do I report a breach?

- Via the Mango corporate website, in the compliance section.
- Via the URL: mango.edenuncias.com
- Postal address: C/Mercaders 9-11, Polígono Industrial Riera Caldes, 08184 Palau-solità i Plegamans (Barcelona). Marked for the attention of the Complaints Channel.

Mango guarantees a complaints channel that is effective, confidential and secure, in which information regarding the complaints is shared only with essential persons for the purpose of the investigation and resolution of the same. We also guarantee the protection of the informant against reprisal, according to Law 2/2023, except where the complaint is made in bad faith.

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Thank you!

Document approval: The Code of Ethics and Responsible Conduct was approved by the Board of Directors of MANGO MNG S.A. in June 2021.
This document may be consulted on the Mango website.
Review and update as of October 2026.

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