

## M+F Health External Grievance & Whistleblower Protection Policy

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### Purpose

M+F Health is committed to operating with integrity, transparency and accountability, and to making a positive impact on people's health and wellbeing. This policy outlines how stakeholders may raise grievances or report misconduct and the procedures we follow to address these concerns. It also outlines our strict protections for whistleblowers and our zero-tolerance approach to retaliation.

### External Grievance Policy

#### Scope

This policy applies to external stakeholders, including clients and customers, suppliers and vendors, contractors, partners and members of the public who may be affected by M+F Health's activities. It sits alongside our internal grievance and whistleblowing procedures for employees, which are set out in the M+F Health Employee Handbook.

We encourage the reporting of concerns relating to, but not limited to:

- Unsafe or hazardous working conditions
- Discrimination, harassment or bullying
- Breaches of health and safety requirements
- Unfair labour practices or workers' rights
- Environmental impacts
- Social or community impacts
- Governance, ethics or professional conduct
- Transparency and accountability
- Product or service concerns
- Supply chain conduct

Concerns outside these areas may also be considered where they relate to a credible and material issue connected to M+F Health's operations.

### How to Raise a Concern

External stakeholders may raise a grievance or whistleblowing concern via the following channels:

- **Email:** [info@mandfhealth.com](mailto:info@mandfhealth.com) (FAO: Directors)

- **Post:** FAO Directors, M+F Health Communications Ltd, 53–54 St John’s Square, London, EC1V 4JL
- Submissions should include a description of the concern, relevant dates, and any supporting information. Concerns may be raised anonymously; however, providing contact details can support a more effective investigation.

## Review and Response

All concerns are taken seriously and handled fairly:

- **Stage 1 - Acknowledgement**
  - We will acknowledge receipt within **5 working days**.
  - A confirmation will be sent to the complainant (unless submitted anonymously).
- **Stage 2 - Review**
  - Concerns will be reviewed by a Director or an appropriately nominated senior individual to determine whether they fall within the scope of this policy.
  - This will happen within **10 working days**.
- **Stage 3 - Investigation and outcome:**
  - A thorough and impartial will be undertaken with updates provided to the reporting party every 10 working days
  - We will complete the investigation within 30 calendar days
- **Stage 4 – Resolution:**
  - A written outcome will be shared.
  - If a concern is not accepted or cannot be progressed, we will explain why.
  - We will complete this in a fair and reasonable timeframe depending on the complexity of the concern raised.

## Whistleblower Protection Policy

### Consequence of Retaliation

M+F Health prohibits any form of retaliation against individuals who raise concerns in good faith. Any attempt to disadvantage or penalise someone for speaking up will be treated seriously as follows:

- **Employees:** Subject to disciplinary action, up to and including termination.
- **Suppliers/Vendors/Clients:** Subject to contract termination and permanent disqualification.
- **Partners:** Subject to suspension or termination of business relationships.

### **Anonymity and Confidentiality**

- All concerns will be handled confidentially and sensitively, in line with data protection requirements. Identities are only disclosed with consent or when legally required.
- Complainants may report anonymously by omitting personal details in email or post.
- Access to grievance details is limited to personnel involved in the investigation.

### **Continuous Improvement**

Grievances and concerns are reviewed periodically to identify trends and areas for improvement. Insights are used to strengthen our policies, practices and governance.

### **Alignment with B Corp Standards**

This policy is designed to meet the expectations of B Lab for a transparent, accessible and effective grievance mechanism for external stakeholders, supporting accountability and continuous improvement across our business.