

# Mulberry

## Stakeholder Grievance Procedure

Mulberry is committed to maintaining open, transparent, and accountable relationships with all stakeholders, including workers, suppliers, customers, investors, the community, and the environment. Our Stakeholder Grievance Procedure establishes a clear, accessible, and fair mechanism for stakeholders to raise concerns, complaints, or grievances relating to Mulberry's operations, conduct or impacts. Mulberry communicates this grievance procedure to employees during onboarding, to suppliers during contracting, and makes it publicly accessible via our website.

### GRIEVANCE MECHANISMS

Stakeholders may submit a grievance by completing an online form available here: <https://mulberry.allvoices.co>

### GROUND FOR RAISING A GRIEVANCE

Stakeholders may raise a grievance relating to any concern about Mulberry's operations, conduct, decisions or impacts that they believe breaches any of Mulberry's policies or has significant human rights, environmental, business integrity and social/community impact.

Grievances may be raised by any stakeholder, including workers, suppliers, customers, contractors, investors, community members or other affected parties. Mulberry encourages concerns to be raised as early as possible so that issues can be addressed promptly and effectively. If Mulberry determines that an issue does not meet the criteria of a grievance, the complainant will be informed of the reasons, and the concern will be redirected to the appropriate internal team or alternative channel.

### PROCEDURE AND COMMUNICATION

Mulberry aims to acknowledge receipt of all grievances promptly. It will then undertake an initial assessment to determine the severity and urgency of the matter, the appropriate investigation process and level of involvement required.

The investigation team will conduct a fair, impartial, and thorough investigation. Mulberry aims to conduct and complete investigations within thirty (30) calendar days of initial assessment, unless the complexity of the case or other reasons require additional time.

Where possible, Mulberry keeps complainants updated throughout the stakeholder grievance procedure as set out above and Mulberry will inform complainants of the outcome of the investigation upon investigation conclusion.

Anonymous grievances will be investigated with the same rigour and seriousness as grievances submitted with contact details, though the ability to communicate outcomes and seek additional information may be limited.

### CONFIDENTIALITY AND PROTECTION AGAINST RETALIATION

Subject to any legal requirements, Mulberry maintains strict confidentiality throughout the stakeholder grievance procedure. Mulberry protects stakeholders who raise grievances in good faith from any form of retaliation, including:

- dismissal, demotion, or loss of employment opportunities (for workers);
- termination or suspension of contracts (for suppliers or contractors);
- harassment, intimidation, or threats;
- exclusion from business opportunities or partnerships; or
- any other adverse treatment.

Any individual found to have engaged in retaliation against a stakeholder who has raised a grievance in good faith will be subject to disciplinary action

### IMPARTIALITY AND CONFLICTS OF INTEREST

The grievance mechanism is designed to avoid conflicts of interest by ensuring that:

- individuals who are the subject of a grievance, or who have a direct interest in the outcome, will not participate in the investigation or decision-making process;
- the investigation team will include individuals from different departments or, where appropriate, external advisors or mediators; and
- the investigation team may escalate complex or sensitive cases to senior management, as appropriate.

# Mulberry

<b><i>Approved by</i></b>	<i>Director of Legal, Compliance &amp; Co-Sec</i>
<b><i>Policy owner(s)</i></b>	<i>Director of Legal, Compliance &amp; Co-Sec</i>
<b><i>Supporting owner(s)</i></b>	<i>Head of Group Sustainability</i>
<b><i>Effective date</i></b>	<i>March 2026</i>
<b><i>Review frequency</i></b>	<i>Annual (pending standards or regulations change)</i>
<b><i>Applies to</i></b>	<i>All stakeholder groups which include but are not limited to; workers, suppliers, customers, investors, local community and local and global environment</i>