
External Stakeholder Grievance Mechanism

Purpose

MPM Products Ltd is committed to responsible business conduct and to providing accessible and transparent avenues through which stakeholders can raise concerns about the social, environmental, or ethical impacts of our operations and value chain.

This grievance mechanism enables stakeholders to raise concerns safely and ensures that issues are reviewed, assessed, and addressed appropriately.

Scope

This grievance mechanism applies to concerns relating to MPM Products Ltd.'s operations and value chain. This includes activities connected to the Company's offices, suppliers, contractors, and business partners where the Company may cause, contribute to, or be directly linked to social, environmental, or ethical impacts.

Out of Scope

This mechanism does not cover individual employment-related grievances, commercial disputes, product quality, or customer service issues, or general enquires not relate to social, environmental, or ethical impacts. Where appropriate, such matters will be redirected to the relevant internal process.

Who Can Raise a Concern

This mechanism is available to stakeholders who may be affected by MPM Products Ltd.'s activities, including but not limited to:

- Suppliers and workers within our supply chain
- Customers and consumers
- Local communities connected to our operations or suppliers.
- Investors and business partners
- Civil society organisations and other interested parties

Types of Concerns

Stakeholders may raise concerns relating to the Company's activities, operations, or value chain, including but not limited to:

- Human rights impacts
- Labour conditions within the supply chain
- Environmental impacts
- Ethical business conduct
- Compliance with the Company's policies and commitments

How to Raise a Concern

Stakeholders may submit concerns through the following channels:

Email: datacompliance@mpmproducts.co.uk

General enquiries: info@mpmproducts.co.uk

Where possible, stakeholders are encouraged to provide sufficient information to allow the concern to be reviewed effectively, including relevant details of the issue and any supporting information.

These channels remain available on an ongoing basis to enable stakeholders to raise concerns at any time.

Confidentiality and Protection from Retaliation

MPM Products Ltd is committed to ensuring that individuals or organisations raising concerns in good faith are protected from retaliation.

Where requested, the Company will take reasonable steps to protect the confidentiality of individuals raising concerns. Information will only be shared internally with those responsible for reviewing or addressing the matter, and consent will be sought before sharing information with additional parties where appropriate.

How the Grievance Process Works

When a concern is raised through this mechanism, MPM Products Ltd will aim to follow the steps below:

1. Receipt and Acknowledgement

Where contact details are provided, the Company will acknowledge receipt of the concern.

2. Initial Review

The concern will be reviewed to understand the issue raised and determine the appropriate internal team responsible for assessment.

3. Assessment and Investigation

Where necessary, the Company may gather additional information or involve relevant stakeholders to better understand the issue.

4. Response and Resolution

Where appropriate, the Company will acknowledge receipt of the grievance within 72 hours

and will communicate any relevant outcomes or next steps to the stakeholder who raised the concern.

5. Learning and Improvement

Information gathered through grievances may be used to strengthen policies, due diligence processes, and responsible business practices

Governance and Continuous Improvements

Information gathered through grievances may be reviewed periodically by relevant internal functions to identify trends, inform risk management, and strengthen the Company's due diligence processes.

Insights from grievances may also inform the Company's human rights and environmental due diligence processes, including risk identification, mitigation measures, and continuous improvement actions across the Company's operations and value chain.

Oversight of this grievance mechanism sits with MPM Products Ltd.'s Executive Team as part of the Company's broader governance and responsible business framework.

This grievance mechanism supports MPM's human rights due diligence approach in line with the UN Guiding Principles on Business and Human Rights and applicable EU sustainability legislation, including the Corporate Sustainability Reporting Directive (CSRD) and the Corporate Sustainability Due Diligence Directive (CSDDD). Regionally applicable grievance and whistleblowing mechanisms form part of MPM's broader access-to-remedy framework.