



External Stakeholder Grievance Mechanism

Purpose

Wicklow Wolf believes that being a responsible, accountable business means giving people a genuine way to speak up. This mechanism exists so anyone connected to our work – whether they're part of our team, our supply chain or our wider community – has a safe, straightforward path to flag a concern about our social, environmental or ethical conduct and can trust it will be looked at and acted on.

Scope

This mechanism has been developed to support anyone affected by how Wicklow Wolf operates – not just within our own walls but also across the people and businesses we work with. That means concerns connected to our brewery, our suppliers, our contractors and the partners we collaborate with. It is designed to support wherever our decisions or activities might have a real bearing on people, communities or the environment.

Out of Scope

It is important to note that this isn't the route for everyday matters such as product queries or a general customer service questions. This mechanism exists specifically for concerns about how we or the businesses we work with treat people, communities or the environment. If something you raise turns out to sit outside that, we'll point you to alternative channels for resolution.

Who Can Raise a Concern

This mechanism has been designed to support all of our stakeholders who are connected to our business, including:

- Anyone working for us or for the suppliers we rely on
- Our customers
- Communities near our brewery, hop farm or supplier sites
- Investors, partners and others who we do business with

Types of Concerns

This mechanism is designed to support our stakeholders to raise concerns that include but are not limited to:

- How people are treated at work, whether in our own operations or further up our supply chain
- Our impact on the environment
- How we communicate and market our products
- The conduct of the businesses we source from
- Broader questions about how we govern ourselves and our commitments

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How to Raise a Concern



Website form: <https://wicklowwolf.com/grievances/>
Email: info@wicklowwolf.com

Where possible we encourage you to provide us with as much context as possible to support your concern, including but not limited to: what happened, when and any evidence you have. These routes are always open and we do not enforce a time-bound window for you to submit concerns by.

Confidentiality & Protection from Retaliation



At Wicklow Wolf, we're committed to supporting all our stakeholders to voice any concerns openly and safely. Any concern raised in good faith will be treated with respect and you won't face any negative consequences for coming forward. If you'd rather stay anonymous or keep your identity confidential, we'll do what we reasonably can to protect that - your details go only to the people directly handling your case, not beyond.

How the Process Works

1. You'll hear from us

If we have details to contact you, we will confirm we've received your concern and outline anticipated next steps within 72 hours of receiving the concern via either of the above stated routes.

2. We work out who should handle it

We look at what the issue actually involves and who internally is best placed to take it forward. Again, ensuring only the people who are explicitly required to handle the case is involved.

3. We assess & investigate

If there's more to understand, we'll gather further information or speak to people involved.

4. We provide a response and potential outcomes

Where appropriate, we'll let you know what we found and what happens next, ensuring all stakeholders involved are provided with an update.

5. Continuous Improvement

Whatever we learn from grievances raised can be used to improve how we operate - through our commitments, our policies and processes

We aim to resolve most concerns within 30 days. Where a concern is more complex and needs longer, we'll let you know and keep you updated on progress.

Governance

Responsibility for this mechanism sits with our Board of Directors, as it is designed to form one part of how we hold ourselves accountable more broadly. What we learn from concerns raised doesn't stay static - it feeds directly back into how we shape our policies and practices going forward. Operational accountability sits with our Senior Leadership team.

Approved By & Effective Date: Board of Directors, July 2026
Next Review Date: July 2027