

# XYNTEO FEEDBACK POLICY FOR EXTERNAL STAKEHOLDERS

June 2025



## 1. PURPOSE OF THIS POLICY

At Xynteo Limited and its affiliates (“Xynteo”), we are committed to accelerating sustainable impact and value creation. We recognise that a vital part of this mission is to remain open, responsive, and accountable to our wider community, including partners, clients, civil society organisations, knowledge collaborators, and other external stakeholders.

This Feedback Policy outlines how you can share your experiences, concerns, or suggestions with us — and how we will act on your feedback.

## 2. WHO THIS APPLIES TO

This policy is designed for all our external stakeholders, including but not limited to:

- Clients and prospective clients
- Partners and collaborators in our coalitions
- Investors
- Industry associations and academic institutions with whom we work
- Local community and civil society groups impacted by our work

## 3. WHAT WE MEAN BY FEEDBACK

Examples of feedback we welcome:

- General feedback on your experience working with us
- Suggestions for improving our coalitions, advisory offerings, or ways of working
- Concerns or complaints regarding any element of our conduct, communication, services, or partnerships
- Whistleblowing on ethical concerns or observed misconduct involving our team or partners

The above is not exhaustive and we value all feedback that helps us improve our impact on our community, environment, customers, and team. We encourage you to share your thoughts, suggestions, or concerns—especially those that relate to our mission, values, and how we can do better as a responsible business.

## 4. HOW YOU SUBMIT FEEDBACK

You can provide feedback through the following channels:

- **Online Form:** [www.xynteo.com/policy-governance](http://www.xynteo.com/policy-governance)
- **Email:** [hello@xynteo.com](mailto:hello@xynteo.com)
- **Mail:** Feedback Officer, Xynteo Ltd, Hamilton House, 1 Temple Avenue, London, United Kingdom, EC4Y 0HA
- **In-Person (by request):** You may also request a meeting with a relevant Xynteo representative

To help us respond effectively, please include:

- Your name and organisation (optional if you prefer anonymity)
- The nature of your feedback
- Any supporting information or context
- Your contact details (if a response is requested)

## 5. OUR COMMITMENT TO YOU

When you share feedback, you can expect the following from us:

- **Acknowledgement:** we will confirm receipt of your feedback within 5 business days
- **Review and Response:** we will review your feedback and provide a formal response within 15 business days. If we are unable to provide a full response within 15 days, we will send you a progress update and let you know when you can expect a resolution. Our formal response will clearly explain the findings of our investigation and any actions we will take as a result. We will clearly set out our rationale in the event an issue raised is not accepted
- **Confidentiality:** your feedback will be treated with respect and discretion.
- **Escalation:** you may request an internal review by a member of the Senior Leadership Team if unsatisfied with our response. Our goal is to put things right where possible, learn from your feedback, and improve for the future

## 6. CONTINUOUS IMPROVEMENT

All feedback is valuable, and it helps us:

- Strengthen accountability in our coalitions and advisory work
- Improve how we engage with communities and clients
- Evolve our business practices to better meet stakeholder needs
- Uphold our ethical standards and values-driven consulting

We will review all feedback received each year and use it to inform our ongoing improvements and decision-making. This process enables us to uphold our values of integrity, inclusiveness, and innovation by actively incorporating stakeholder input into our practices.

## 7. REPORTING SERIOUS CONCERNS

If your feedback involves unethical conduct, discrimination, harassment, or environmental or social harm relating to Xynteo or one of our partners, we encourage you to report this through our [Whistleblowing Policy and Procedure available here](#).

## 8. CONTACT US

If you have questions about this policy, please contact our Governance & Ethics team at [externalfeedback@xynteo.com](mailto:externalfeedback@xynteo.com).