

Corporate Complaint Mechanism - Gannet B.V. (August 2025)

To ensure stakeholders can report grievances, policy violations, or unethical behavior in a secure and structured manner, the following grievance procedure applies to Gannet B.V.

1. Scope:

- a. Unethical or illegal behavior (e.g., fraud, harassment)
- b. Environmental or human right violations
- c. Unsafe working conditions
- d. Product/service issues

2. Complaints related to unethical or illegal behavior

- a. Everyone involved with or connected to Gannet B.V. and representing the company must comply with the company's Code of Conduct and/or instructions regarding desired behavior from the management. Complaints about non-compliance with these guidelines and/or instructions may lead to investigation, disciplinary measures and/or termination of the relationship.
- b. All complaints related to potential violations of laws and regulations are immediately submitted to the company's management. If, after an initial assessment, it appears that a violation of laws and regulations or a criminal offense has occurred, the company's management will take immediate action and take precautionary measures, including: investigation, involvement, termination of contracts and/or relationships, involvement of a company lawyer, suspension, dismissal, and/or reporting the matter to the police or relevant authorities.

3. Complaints related to environmental or human right violations

- a. Gannet B.V. underwrites the *UN Guiding Principles on Business and Human Rights* (UNGP's), including the 'protect, respect and remedy' framework. Gannet B.V. doesn't do business in countries that do not adhere to this framework.
- b. Gannet B.V. underwrites the *Paris Agreement*. Complaints regarding the sustainability practices of Gannet B.V. are reviewed against this background and are seen as valuable feedback that helps improve the company. Gannet B.V. actively listens to stakeholders and makes sure it complies with relevant environmental laws and sustainability standards.
- c. Gannet B.V. is, due to its size, not bound by the *Corporate Sustainability Due Diligence Directive (CSDDD)*.

4. Unsafe working conditions

- a. Any complaints regarding unsafe working conditions must be directly reported to the management of Gannet B.V. and addressed with immediate effect.
- b. The complainant will be informed of the action taken in response to their complaint

5. Product/service related complaints (client-side)

Complaints related to medical products developed and sold by Gannet B.V. will be redirected as follows:

- a. General complaints or concerns about Gannet BV's operations can be directed to:

Gannet B.V.
Attn: Peter Arensman
F. Hazemeijerstraat 800
7555 RJ Hengelo
Email: Peter.Arensman@basconsultancy.nl
Phone: 0653260850

- b. Complaints from customers who purchased products of Gannet B.V. through distributor BdH Medical BV will be redirected to BdH Medical BV.
Customers can contact:

BdH Medical BV
Attn: Richard de Haan and/or Henk Beekman
Ruimtevaart 56
3824 MX Amersfoort
Email: info@bdhmedical.nl, rdehaan@bdhmedical.nl & hbeekman@bdhmedical.nl
Phone: 033-7370395

- c. Complaints from customers related to the CE-specifications and/or product related complaints will be redirected to Baat Medical Products B.V.
Customers can contact:

Baat Medical Products B.V.
Attn: Arthur Aalsma
Hazemeijerstraat 800
7555 RJ Hengelo
Email: arthur@baatmedical.com
Phone: 088-5656600

6. Reporting Channels (stakeholders)

Stakeholders can lodge complaints through any of the following channels

Email (pref.): peter.arensman@basconsultancy.nl

Telephone: +31 (6) 53260850

or:

Peter Arensman
Reg.: Gannet B.V.
Eikenhorst 6
2245 BB Wassenaar

Stakeholder can lodge complaints relating to Peter Arensman through:

Dick Sietses
Email: dick@healthinnovations.nl
Phone: 0654263614

7. Complaint Submission Requirements:

A complaint should include:

- I. Name/contact info (optional for anonymous complaints)
- II. Description of the issue
- III. Date and location of the incident
- IV. Supporting evidence (if available)
- V. Supporting witnesses (if available)

8. Process Timeline:

A complainant can expect:

- I. Acknowledgement of complaint – *within 5 business days*
- II. Initial review of complaint - *within 10 business days*
- III. Investigation of complaint – *within 60-90 business days*
- IV. Resolution & Feedback – *complainant receives outcome and potential remedies*

9. Protection Against Retaliation

Gannet B.V. enforces a strict non-retaliation policy for all individuals who submit complaints in good faith.

10. Monitoring & Reporting

All complaints are logged and analyzed by the board of directors. Trends and an overview of relevant complaints related to the company are timely reported to the shareholders and major stakeholders by the board of directors.