



Grievance, Complaints & Whistleblower Protection Policy

Factory Family Group is committed to transparency, accountability, and stakeholder well-being, in line with globally recognised best practices. This combined Grievance, Complaints, and Whistleblower Protection Policy ensures stakeholders have accessible, safe, and confidential channels to raise concerns without fear of retaliation.

1. Ways to Raise a Grievance

We offer multiple accessible channels for stakeholders:

- General email: info@factorystudiosuk.com / info@sirenmusic.co.uk
- Whistleblower/Ethics line: ethics@factoryfamilyuk.com
- Client Services: production@factorystudiosuk.com
- Open-door policy for employees and freelancers
- Supplier Code of Conduct grievance requirements
- Contractual dispute-resolution clauses
- Audit processes including worker interviews
- Community outreach and engagement opportunities

2. Grounds for Submitting a Grievance

Stakeholders may submit grievances related to:

1. Discrimination, harassment, bullying, or unsafe conduct
2. Privacy breaches or misuse of personal information
3. Service, communication, or contract-related issues
4. Violations of our Code of Conduct or B Corp values
5. Labour rights concerns within our operations or supply chain
6. Community impact concerns related to our work

3. Grievance Process Steps & Timelines



- Step 1 — **Acknowledge** (within 5 business days): We confirm receipt and provide this process overview.
- Step 2 — **Assess** (within 10 business days): We determine whether the grievance is accepted. If not, we provide a rationale.
- Step 3 — **Investigate** (10–30 business days): Activities may include document review, interviews, supplier checks, or third-party support.
- Step 4 — **Facilitate Resolution**: Outcomes may include corrective actions, service adjustments, training, mediation, disciplinary actions, or supplier interventions.
- Step 5 — **Close Out**: We confirm in writing when a resolution has been completed.

4. Communication Commitments

We provide stakeholders with regular communication throughout each stage of the grievance process, including updates, changes in timeline, and final outcomes.

5. Whistleblower Protection Policy

Factory Family Group commits to protecting any individual who reports concerns in good faith. This policy aligns with UNESCO's Whistleblower Protection Policy and B Corp standards.

Key Safeguards Include:

1. Zero tolerance for retaliation of any kind
2. Confidential and anonymous reporting options
3. Consent sought before sharing information beyond essential personnel
4. Clear consequences for retaliation or confidentiality breaches
5. Special risk assessments for vulnerable stakeholders
6. Engagement of independent third parties when needed
7. No requirement for whistleblowers to present evidence
8. Protection from dismissal, demotion, loss of work, harassment, or intimidation



6. What Counts as Retaliation

Retaliation includes termination, demotion, withheld work, reduced pay, harassment, bullying, exclusion, threats, reputational harm, or any adverse change to working conditions.

7. Consequences for Retaliation

Any retaliation triggers disciplinary action up to termination of employment or contract. For suppliers or partners, consequences may include probation, corrective action plans, or termination of the business relationship.

8. Confidentiality & Information Control

We strictly maintain confidentiality. Information is shared only on a need-to-know basis. Anonymous grievances are accepted and investigated with equal seriousness.

9. Training & Continuous Improvement

All grievance handlers receive enhanced training. This policy is reviewed regularly to ensure alignment with UNESCO, B Corp standards, and global best practices.

Issued: Nov 21st, 2025

Next review: Dec 1st, 2027



Commitment to Human Rights & Planetary Boundaries

Factory Family Group commits to respecting planetary boundaries and internationally recognised human rights, as expressed in: the International Bill of Human Rights; the ILO Declaration on Fundamental Principles and Rights at Work; the Paris Climate Agreement; the Kunming–Montreal Global Biodiversity Framework; and the United Nations Sustainable Development Goals.

We recognise that our responsibilities apply across our operations—including sound editing, mixing, ADR, Foley, original composition, client collaboration, and the physical and digital spaces in which we work.

Relevant human rights and environmental issues for our industry include:

- Safe, inclusive, and respectful working environments for sound engineers, editors, mixers, composers, and freelancers.
- Fair working hours and transparent contracts in a sector known for time-sensitive deadlines and long production cycles.
- Ergonomic health and safety at audio workstations, including hearing protection, safe equipment setup, and workload management.
- Environmental impacts of studio energy use, digital rendering, server storage, and high-spec equipment purchasing.
- Responsible electronic waste management for retired audio gear, computers, and peripherals.
- Protection of personal data within voice recording, ADR work, and secure media handling.
- Ensuring freelancers, interns, and junior creatives are treated fairly and without discrimination.

1. Our Commitment to Responsible Behaviour

We actively seek to avoid causing or contributing to negative human rights or environmental impacts, in line with the UN Guiding Principles on Business and Human Rights. If such impacts occur, we commit to acting quickly to provide or cooperate in remediation.

As an organisation, we commit to:



1. Fair treatment and fair compensation for staff, freelancers, and creative partners.
2. Transparent project scoping, timelines, and purchasing practices that avoid creating undue financial or time pressure on smaller suppliers or independent artists.
3. Avoiding the use of non-licensed audio or exploitative creative practices.
4. Reducing our environmental footprint by improving studio energy efficiency, minimising waste, and choosing lower-impact equipment and services.
5. Favouring long-term relationships with artists, composers, translators, sound designers, and equipment vendors who demonstrate strong labour and environmental practices.

2. Strengthening Our Due Diligence Over Time

We commit to continually improving our due diligence practices across our value chain. This includes identifying, assessing, preventing, mitigating, and remediating negative impacts on human rights and the planet.

This work is overseen by our **Managing Director**, who ensures our commitments are integrated into daily decision-making and long-term strategy.

3. Advancing Rights Through Collaboration

We recognise that meaningful human rights and environmental improvements require collaboration. To advance the rights of our workers, freelancers, and the wider creative community, we seek partnerships with:

1. Freelancers, vendors, and contractors in our audio and post-production network.
2. Other studios, production houses, and agencies.
3. Unions, worker groups, and labour rights organisations where applicable.
4. Civil society experts and industry alliances promoting fair and sustainable creative production.
5. Technology and equipment partners who prioritise circularity and responsible manufacturing.

We believe the post-production industry can become a model for responsible, ethical, and climate-aligned creative work.

4. Aligning Our Business Model With This Commitment

Factory Family Group will ensure that our business model, operational processes, and policies are aligned with these responsibilities.

We seek business partners across the production chain—film, TV, streaming, advertising,



games, and music—who also respect human rights and the environment. This expectation applies to production companies and agencies, independent creatives and subcontractors, technology and equipment suppliers, and studio and facility vendors.

We will incorporate these expectations into our contracts and supplier Code of Conduct.

6. Raising Awareness Internally and Externally

We will raise awareness of human rights and planetary boundaries among our team, freelancers, and partners by:

- Training staff and project leads on ethical practices and safe working conditions.
- Communicating expectations clearly to freelancers and contractors.
- Sharing updates with clients and collaborators to foster transparency.
- Embedding these commitments into onboarding, internal guidelines, and supplier communications.

This commitment supports our ongoing journey toward responsible and regenerative creative production.

*This commitment has been approved by Lou Allen in London, UK on **November, 21st 2025.***