

Releaf®

A World First

B Corp Impact Report 2026

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Releaf Dispensary Ltd: 14097825



We are proud to be the **first medical cannabis clinic** in the world to achieve **B Corp certification**.

This isn't a badge to stick on a website, it's proof that when we say we hold ourselves to the highest standards, in the care we give our patients, in how we run our business, and in the way we show up every day, we actually mean it. Our patients deserve a healthcare provider they can trust completely, and this is one more way of showing that we do.



Our Mission

We are on a mission to redefine healthcare by making medical cannabis accessible, trusted, and understood. We exist to provide safe, effective treatment to patients who feel overlooked or want to explore alternative solutions to their healthcare needs.

We aim to lead the industry with integrity, innovation and compassion. Education sits at the heart of Releaf and shapes how we build trust, raise awareness and set the standard for the sector.

Our impact in 2026

“ Building a culture that supports our team, so they can support our patients to the same high standards

30,000+
Patients trust us
with their care

4.8 ★
Trustpilot
rating from
8,000 +
reviews

#1

Most trusted
medical cannabis
clinic in the UK

160
Employees

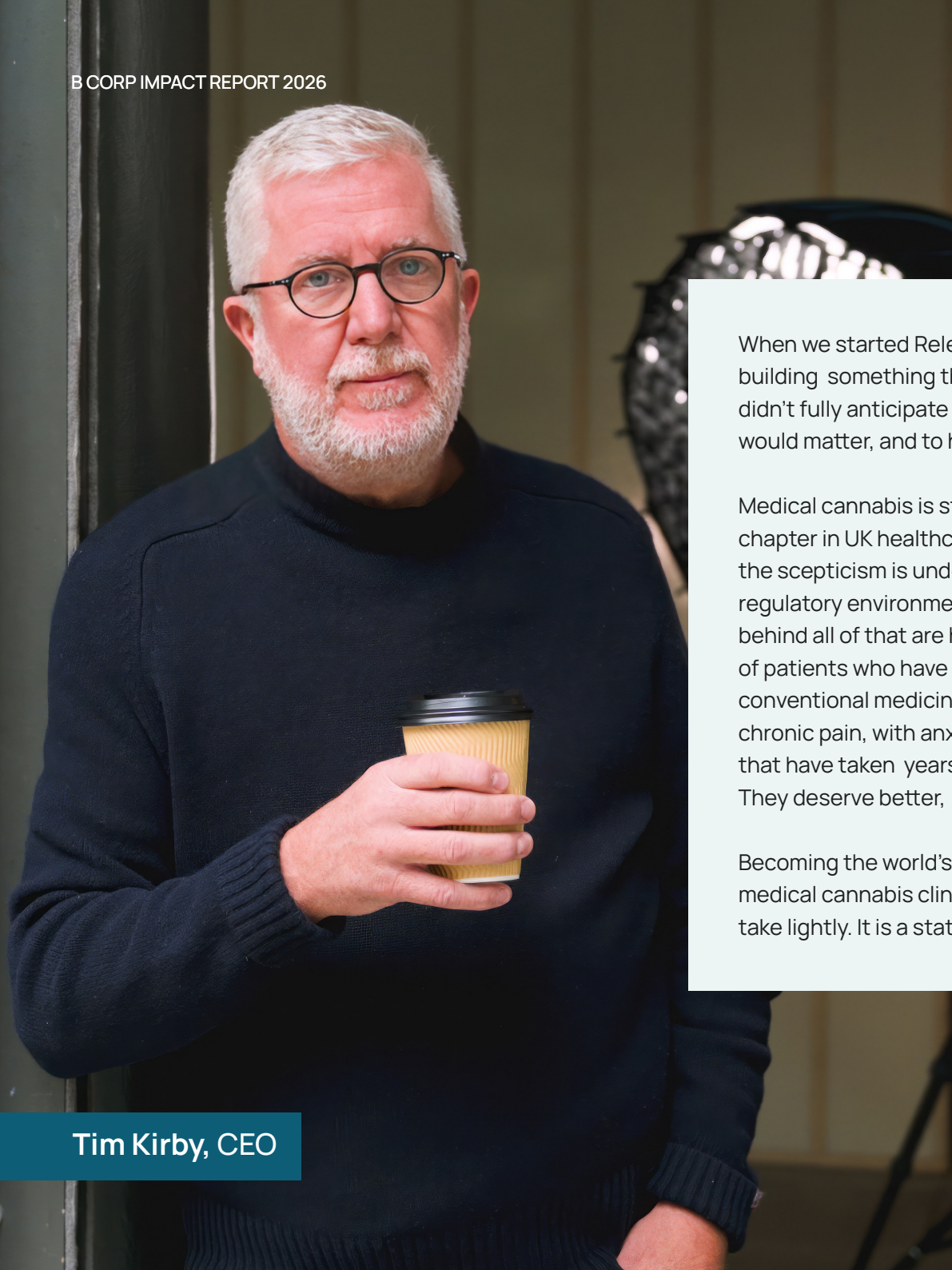
70+

New people
joined the
Releaf team
this year

96%

Of the team are
proud to work at
Releaf

11 Internal promotions



Tim Kirby, CEO

When we started Releaf, we knew we were building something that mattered. What we didn't fully anticipate was quite how much it would matter, and to how many people.

Medical cannabis is still a relatively new chapter in UK healthcare. The stigma is real, the scepticism is understandable, and the regulatory environment is complex. But behind all of that are hundreds of thousands of patients who have been failed by conventional medicine, who are living with chronic pain, with anxiety, with conditions that have taken years off their quality of life. They deserve better, that is why we exist.

Becoming the world's first B Corp certified medical cannabis clinic is not something we take lightly. It is a statement of intent. It tells

our patients, our team, and our industry that we are serious about doing this right – not just clinically, but commercially, culturally and ethically. The B Corp framework holds us to account in a way that's genuinely useful, because it forces us to measure the things that are easy to deprioritise when a business is growing fast.

And we are growing fast. But growth has never been the goal in itself. The goal is access. The goal is trust. The goal is a healthcare system that gives patients real options, not just the path of least resistance.

This report is our honest account of where we are. There is plenty to be proud of, and there are areas where we know we need to do more. We are committed to both.

Fair work

Redefining healthcare
takes an **extraordinary team**



All employees at
Releaf are
contributing
towards our
company mission:



Development is a constant conversation, not
an annual review.

In January 2026 we launched a brand-new
performance management framework for the
whole company. It's built around
high-performing behaviours, not just
targets, with behaviour-based OKRs and
quarterly development check-ins,

We want to face forward when we talk about
progression, promoting 11 people so far this
year

Setting everyone up to **grow**

Building a great culture takes time and sustained investment.

We really meant it when we said we wanted a culture built on high performance, which is why we partnered with an independent training provider to deliver development training for the entire team. This included over 9 company-wide sessions, and dedicated 1:1 coaching for managers and leadership roles.



Training

160+ training sessions delivered this year

- External training for every team member, that's over 160 people
- 18 specialised training programmes joined this year, always with local independent suppliers



Mental health first aid training



Safeguarding Training



Freedom to Speak Up



Cannabis education

Justice, Equality, Diversity & Inclusion

Recruitment – The people make Releaf.

This year we've overhauled our recruitment process and introduced a dedicated HR and recruitment platform to make our hiring more structured, consistent and fair.

In the last 12 months, we have:

16 new roles introduced

70+ new people to the Releaf team.



**Benefits that
actually mean
something**

After three engagement surveys and a lot of listening, we built a benefits package we are genuinely proud of.

This year, we introduced:

- Paid maternity leave
- Paid paternity leave
- Paid sick leave
- Paid bereavement leave
- Employee Assistance Programme - free, confidential, 24/7 support for everyone
- Private medical insurance
- Life insurance
- Employee handbook with over 100 pages covering everything you need to know about working at Releaf, all in one place
- Rewards platform available to all employees, with discounts and offers on over 250
- Global brands



Wellbeing

A strong emphasis on the wellbeing of our team.

Employees and their families have access to behavioural health support, counselling services,

and Employee Assistance Programmes. Over 25% of employees completed health risk assessments this year, resulting in additional ergonomic support for our remote workforce.

What the team is telling us

We ran three engagement surveys this year. Here's what the data revealed:

96% of the team are proud to work at Releaf

63 employee Net Promoter Score - excellent category

84% of the team would score us 8 or above when asked how happy they are at Releaf

The next 12 months:

Diversity, inclusion and reporting

We launched our first D&I survey this year to establish a proper baseline. In the coming months we will be building out our reporting framework so we can track progress honestly and publicly.

Pay transparency

Our engagement survey told us the team wants more clarity on pay. We are listening, and plan to make this a key focus for the next 12 months. We aim to become a Living Wage Employer later this year.

Engagement

Keep our employee NPS firmly in the excellent category.

Climate Action

We understand the importance of minimising our environmental impact as we scale, particularly within a complex and evolving healthcare and supply ecosystem. While our primary focus is improving patient outcomes, we are committed to building an organisation that also contributes positively to environmental sustainability.

Rooted in continuous improvement, responsible growth, and transparency, we are committed to working with partners and suppliers who demonstrate positive practices beyond regulatory requirements.

What we are already doing.

As a fully remote business, we are already in a stronger position than most. But we are not stopping there.

- No office premises to heat, power or maintain
- All IT equipment recycled responsibly at end of life - nothing goes to landfill
- Active employee recycling support across the team



- No hazardous waste generated in our operations
- Automatic switch-off lighting at our pharmacy site
- Paper reduction and improved recycling underway at the pharmacy site

A sustainable supply chain

We are proud to partner with Glass Pharms, one of the UK's leading medical cannabis growers, whose operations are designed with sustainability at their core.

Their facilities are net carbon negative, powered by a co-located renewable energy plant that converts food waste into energy, avoiding methane emissions. They also use rainwater harvesting, circular resource systems, and AI-driven cultivation technologies to maximise efficiency while minimising environmental impact.

Glass Pharms uses British-made packaging, avoids single-use plastics, and eliminates air miles - further reducing the environmental footprint of our supply chain.



Our commitment for the year ahead

2026 marks the year we get serious about measuring and improving our environmental impact. We are conducting a full environmental risk assessment across our operations, supply chain and pharmacy site, and using the findings to build a meaningful improvement plan.



Our commitment for the year ahead

Begin tracking and reporting energy usage and waste generation, enabling us to set meaningful reduction targets for the first time.

Community

Our impact extends beyond individual patient care to the broader communities we serve.

We are committed to driving positive social, economic, and systemic change - through partnerships, advocacy, education, and targeted initiatives that strengthen community outcomes and reduce barriers to access.



Community support

We actively contribute to our communities through charitable partnerships and targeted support initiatives. This includes providing discounted and subsidised access to care for underserved groups.



Veteran support programme

Our veteran support programme offers free initial consultations and three months of Releaf+ to those who have served. Because those who give so much deserve care that meets them where they are.



Grassroots sports sponsorship

Releaf sponsored a local football team, Mossat Tavern, allowing us the opportunity to have pre and post match training tops.

Awards and recognition

Recognised as Young Company of the Year at the Growing Business Awards

A testament to the strength of our mission, innovation, and rapid growth within the UK healthcare landscape.

Shortlisted for:

- Customer Experience Award
- Growing Business of the Year
- Healthcare Business of the Year



Policy and advocacy

Releaf plays an active role in shaping the future of medical cannabis in the UK. Through engagement with policymakers, regulators, and enforcement bodies, we provide expertise, share insights, and contribute to the development of more effective and transparent frameworks.

We collaborate with stakeholders across healthcare, law enforcement, and industry – including Warwickshire Police – to support compliance, increase transparency, and help bring medical cannabis into the mainstream.

We advocate for evidence-based policy reform that improves patient outcomes, ensures safe access, and supports the responsible growth of the sector.



Industry collaboration

We are committed to raising standards across the industry through collaboration, research, and knowledge sharing. This includes contributing to public forums, panel discussions, and educational resources, as well as supporting wider understanding of medical cannabis. By engaging with peers, stakeholders, and the public, we help foster a more informed, transparent, and responsible ecosystem.

Wider economic and **social impact**

Increased access to effective treatment has the potential to reduce pressure on public healthcare systems, with significant cost savings in areas such as chronic pain management.

By enabling patients to better manage their conditions, we support a reintegration economy – where individuals can return to work, education, and daily life, contributing to productivity, local economies, and overall societal wellbeing. The growth of the sector also supports job creation across healthcare, logistics, and compliance, while strengthening domestic supply chains and reducing reliance on imports.



Media recognition

Releaf has been featured across a wide range of national and regional publications this year.



Our 2025 Let's Rethink Healthcare awareness campaign to challenge perceptions of medical cannabis and improve public understanding across the UK. By focusing on our service rather than the medicine itself, the campaign navigated strict advertising regulations while increasing brand awareness to audiences across the UK over a four week period.



Releaf Pharmacy

This year Releaf reached a significant milestone with the launch of Releaf Pharmacy, following the acquisition of our own in-house dispensing capability. This development enables us to deliver a more seamless, end-to-end patient experience – enhancing accessibility and ensuring greater consistency in care as we continue to scale.



Human Rights

Patients

Everything we do - every hire, every policy, every benefit - comes back to this. The 30,000+ patients who trust us with their care. Redefining healthcare isn't just our mission statement. It's the reason we get up in the morning.

 **30,000 +**
patients trust us with their care

4.8 

Trustpilot rating from 8,000+ reviews

#1

most trusted medical cannabis clinic
in the UK

Our patient charter

What you can always expect from us.



Your care is expert-led

50+ specialist doctors, GPs and nursing staff. Every prescription follows strict clinical guidelines, supported by ongoing training and quality assurance.



You are in control

Our purpose-built patient dashboard lets you manage prescriptions, track deliveries and monitor your health - all in one place. Plus a free medical cannabis card.



Your history matters

We review your records before your first consultation, liaise with your GP, and hold direct NHS medical records integration - something the vast majority of private healthcare providers simply don't have.



You are treated fairly

Every patient is treated equally and without judgement. Accessible formats available. Your privacy is protected at every step, in line with UK GDPR.



Your supply is reliable

EU-GMP manufacturing, pharmaceutical-grade controls, rigorous batch testing. Releaf patients were the first in the UK to receive UK-grown medical cannabis flower.



We are here when you need us

Appointments 7 days a week. Urgent access prioritised. Our patient support team is available by phone, email and message during working hours.

Patient **experience** and feedback

Patient insights are embedded into our operations through structured programmes that incorporate real-world feedback into service design and continuous improvement.

We actively monitor and improve patient experience through formal feedback mechanisms, satisfaction tracking, and complaint processes.

 **86%**

of patients rated their experience as excellent

 **4.8**

Trustpilot rating from over 8,000 reviews in the last year

“ “Easy, helpful and stress free.”

“ “Kind, understanding and non-judgemental. I felt listened to and at ease.”

“ “I am thoroughly impressed. The thoroughness and detail with which we discussed my medical history made me feel comfortable and confident. The support and advice were professional yet human and I would definitely recommend it to others.”

“ “Every step of the way I feel totally supported by Releaf. Their customer service is impeccable and my prescription is of such high quality.”



Improving patient outcomes

We go beyond traditional healthcare delivery by actively measuring patient outcomes and wellbeing, ensuring our services are delivering meaningful, positive impact. Through structured programmes and data-driven insights, we continuously seek to enhance positive outcomes and support safer, more effective treatment journeys.

We have also conducted the largest survey of active cannabis patients in the UK, contributing valuable insights to the wider healthcare ecosystem and informing ongoing improvements in patient care.



Innovation in patient support

The launch of Releaf Protect, included within our Releaf+ subscription, provides on-demand access to legal advice, ensuring patients feel confident navigating real-world situations. Combined with our Medical Cannabis Card and secure prescription verification, this service reinforces our commitment to holistic patient care.

Recent enhancements to Releaf+ now include 24/7 access to a legal support hotline – reflecting our belief that patient care should extend into everyday life, not end at the point of prescription.



Accessibility and value

Through partnerships with leading retailers including Tesco, M&S, Boots, and John Lewis, Releaf+ subscribers benefit from exclusive rewards, helping to reduce the overall cost burden of care.



Quality, safety and trust

All of our services are underpinned by formal quality control processes, third-party accreditations, and comprehensive guarantees. We maintain robust data protection and privacy standards, safeguarding patient information across our platform. 100% of our services are covered by formal guarantees and reviewed against recognised quality standards.

Government Affairs & Collective Action

Education

Cannabis science is always evolving. The conversation around it is too. We believe that education – for our patients, our clinicians, and the wider public – is one of the most powerful tools we have.



Clinician education **accreditation**

This year Releaf became CPD-accredited for clinician education. Designed to fit around busy clinical schedules, our training offers focused modules, real-world scenarios, and seamless tracking through our HealthTech platform.

We are supporting clinicians with high-quality, accessible education that drives better patient care and continuous professional development – because understanding the treatment we prescribe makes us better at everything we do



Engaging **stakeholders**

Our educational work extends beyond content. This year we engaged with stakeholders including Warwickshire Police to support compliance, increase transparency, and help bring medical cannabis further into the mainstream.

Reaching more people

This year Releaf expanded its educational reach through the launch of its YouTube channel, Beyond the Script podcast, and expert-led blogs – helping to build trust and improve understanding of medical cannabis across the UK.

From patient stories and men's mental health to clinical guidance and financial transparency, our content empowers patients to make informed decisions about their care.



YouTube channel

Patient stories, clinical guidance and educational content – all in one place.



Beyond the Script podcast

Deep dives into cannabis science, patient experiences and the bigger conversations happening across the industry.



Expert-led blogs

Covering everything from men's mental health to financial transparency and clinical insight.



Travel Tuesday

Practical, reliable guidance for patients travelling with medical cannabis.



What I Wish I Knew

Patient-led content that supports others who are just starting their journey.



Cannabis Health column

A bi-weekly column by our Medical Director, Dr Susan Clenton, exploring transparent, accountable care and the role of real-world evidence in driving reform.

Purpose, Stakeholder and Governance

Strong governance isn't the most exciting part of running a business. But at Releaf, it is one of the most important. It is how we make sure that every decision we take - commercially, clinically, and culturally - is one we can stand behind.



Embedding responsibility



We integrate social and environmental responsibility into the fabric of our operations. This means incorporating these principles into employee training, management roles, and performance reviews - not treating them as an afterthought.

Our Board of Directors plays an active role in overseeing our impact, regularly reviewing key social and environmental performance indicators. This ensures our progress stays aligned with our long-term objectives.

Stakeholder engagement



Releaf is committed to engaging meaningfully with the individuals and communities we serve. We have established a formal stakeholder engagement approach - identifying key stakeholder groups and making sure their voices are heard.

We use a range of structured mechanisms to gather insights, including surveys, feedback loops, and direct engagement. We are also mindful of ensuring representation from traditionally underrepresented groups, actively working to capture diverse perspectives.

Stakeholder feedback is not just collected - it is acted upon. We have formal processes and designated responsibilities in place to respond to insights and drive continuous improvement. Outcomes are regularly reported to senior leadership, including the Board.

Environmental Stewardship & Circularity

Circular by design

This year, we've turned our focus to the circular economy, starting with our own operations and supply chain. We've set firm targets to go further: not just minimising harm, but actively working to regenerate the natural systems we rely on.



Over the next 12 months, we're committing to a full environmental impact assessment, followed by a strategy to tackle whatever it uncovers.



But we're just **getting started**

This report is a snapshot of a business in motion. What you have read here isn't the finished article - it is what good looks like right now, and we are raising that bar every year.

In the year ahead we will be embedding what we have built, measuring it honestly, and finding new ways to do better. We will keep growing our team, our patient base, and our impact - always guided by one mission: to redefine healthcare.



The next 12 Months

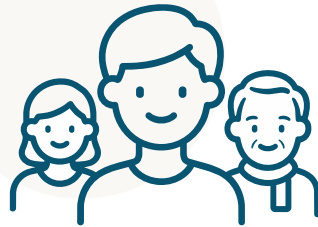
Patients and access

300,000

Grow our patient community to over 300,000 individuals, continuing to improve access to medical cannabis across the UK and internationally.

1,000

Expand access initiatives - including our veteran support programme - to reach at least 1,000 underserved patients.



Customer experience

Maintain a Trustpilot rating of more than 4.8 stars while increasing total verified reviews to 10,000.

MORE THAN
4.8
STARS ★★★★★

INCREASE TO
10,000
VERIFIED REVIEWS ★★★★★

Our People, Justice, Equality and D&I targets



80%

Maintain employee engagement at more than 80% satisfaction.



100%

Ensure 100% of employees receive performance reviews incorporating social and environmental objectives.



90%

More than 90% of employees to complete at least one professional development activity per year.



LIVING WAGE

Become an official Living Wage Employer.



Community

Increase our charitable contribution year on year.



Governance

Publish our first formal D&I progress report.

Improve pay transparency across the business.

Human Rights Targets



Publish a Human Rights Policy

Target: Publish a clear, public-facing Human Rights Policy by Q1 2027, covering patients, staff, and supply chain partners.



Identify our salient human rights issues

Target: Complete a salient issues mapping exercise by Q1 2027 covering at minimum: patient dignity and data privacy, safe working conditions for clinical and support staff, and ethical sourcing within the cannabis supply chain.



Develop a strategy and update policies

Target: Publish an action plan addressing our top 3 salient issues within 6 months of completing the mapping exercise.

Target: Review and update at least 2 related internal policies per year to reflect findings.



Evaluate human rights across the supply chain

Target: Introduce a human rights due diligence checklist for all new suppliers, growers, and couriers by Q2 2027.

Target: Screen 50% of new clients/contracts for human rights risk before signing.

Environmental Targets



Contribute to the circular economy

Target: Review product and delivery packaging for reduce/reuse/recycle opportunities by Q2 2027.

Target: Increase the proportion of IT equipment and office assets that are reused/recycled to 90% by 2027.



Complete an environmental impact assessment

Target: Commission a full environmental impact assessment covering operations and value chain by Q3 2027, including structured stakeholder engagement.

Target: Publish an environmental strategy responding to the assessment's findings within 6 months of completion.

Fair Work Targets

Transparency is central to building trust in an evolving sector. We are committed to publicly reporting on our social and environmental performance - including the mechanisms we use to engage stakeholders and the outcomes of those efforts.

Our reporting is structured to allow year-on-year comparison, supporting accountability and continuous improvement. Where possible, we align with recognised third-party standards and seek independent validation to ensure the accuracy and credibility of our disclosures.



Governance targets for the next 12 months.

Living Wage accreditation

We are planning to become an official Living Wage Employer later this year.

D&I reporting

Following our first D&I survey, we will be building out a formal reporting framework so we can track progress honestly and publicly.

Pay transparency

We will act on what our engagement survey told us and make our pay structure clearer across the business.

Environmental monitoring

We will begin formal tracking and reporting of energy usage and waste generation across our operations.



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