MEWAH GROUP

GRIEVANCE MECHANISM PROCESS FLOW

Grievance Procedure of Mewah's Sustainable Palm Oil Policy	Identification of potential grievance	Develop an approach for handling the specific grievance		Implement & monitor action plan until the grievance is resolved
Grievance Raiser (Individuals, government organizations, non-governmental organizations, media, etc.) ***** the Grievance raiser may nominate a third-party to action on their behalf.***	Potential grievance is raised to Mewah **Within 3 working days**	Grievance Unit submit response letter to Grievance Raiser to confirm case closed.		
Grievance Unit **(Mewah Sustainability Team)**	Confirm the legitimacy of grievance NO YES	1.) Grievance Unit engage with Grievance Raiser and work together with responsible Company/ Operation Unit to prepare investigation report and corrective action plan. 2.) Case will be logged and updated on grievance platform.		Grievance Unit will regularly monitor and review all action plans to ensure progress has been made.
New Grievance related to Mewah's Own Operation or Third-party Supplier			Owner of respective Company/ Operation Unit to update Corrective Action Plan and/ or Recovery Plan to rectify violation.	Time-bound Action Plan/
Repeated Grievance related to Mewah's Own Operation or Third-party Supplier		**Within 14 working days**	1.) Revisit past case(s) & check if planned Corrective Action Plan and/ or Recovery Plan is being implemented. 2.) Grievance Unit will engage with relevant stakeholder(s) to understand issue and verify proof of non-conformances before deciding on further action.	Unwilling to comply or failed to make progress
Grievance Committee **(Mewah's Senior Management)**				Recommend trade suspension at Group level. *

***Remark:** *All suspended company must display a genuine commitment in meeting Mewah's Supply Chain Re-entry Requirement before any Mewah's Business Unit can resume business engagement.*

Updated in December 2022