



MEWAH GROUP

LAND CONFLICT RESOLUTION AND GRIEVANCE MECHANISM POLICY

Introduction

Mewah Group is a global food and agribusiness. Our business operations are integrated throughout the value chain from sourcing of raw materials, refining, processing, packing, branding to marketing and distribution to end customers under our own brands. Sustainability is part of everything we do and building a sustainable business is part of our value proposition.

We are committed to sustainable palm oil development that respects the rights of local communities, smallholders, and indigenous peoples. We recognize that land conflicts may arise, and our objective is to ensure such conflicts are addressed promptly, fairly, and transparently. This policy outlines the principles and procedures Mewah Group adheres to in identifying, managing, and resolving land conflicts, while maintaining alignment with industry standards, including the Roundtable on Sustainable Palm Oil (RSPO).

1. Principles

Mewah Group's approach to land conflict resolution is grounded in the following key principles:

- **Transparency:** Clear, open communication with all stakeholders involved.
- **Respect for Rights:** Recognition of legal and traditional land rights, including those of indigenous peoples.
- **Inclusivity:** Engagement with all affected parties, ensuring Free, Prior, and Informed Consent (FPIC) is obtained before development activities.
- **Accountability:** Documenting and publicly reporting on the handling of land conflicts.

2. Identification and Mapping of Land Conflicts

- **Community Engagement:** Mewah will engage with local communities, indigenous groups, and relevant stakeholders before land acquisition or development. This includes conducting an FPIC process to ensure all parties understand and agree to the proposed land use.
- **Land Tenure Mapping:** We will work closely with local authorities and experts to conduct land tenure studies, mapping both legal titles and customary land use claims.



- **Social Impact Assessment (SIA):** A comprehensive SIA will be conducted to identify any potential conflicts or concerns regarding land use and development.

3. Grievance Mechanism

Mewah Group is committed to providing an accessible, transparent, and effective grievance mechanism to address land conflicts and other concerns.

- **Reporting Channels:** The channels for grievance reporting can be accessed in this site: [MEWAH GROUP](#).
- **Anonymous Reporting:** Complainants will have the option to report grievances anonymously, ensuring there is no fear of retaliation.
- **Acknowledgement and Response Time:** All grievances will be acknowledged within 14 working days, and the timeline for resolution will be communicated transparently.

4. Investigation and Verification of Grievances

- **Grievance Review Committee:** A Grievance Review Committee, including Mewah Group representatives, community leaders, and independent third-party observers (where needed), will be responsible for investigating reported grievances.
- **Site Visits:** The committee will conduct on-site investigations, engaging with all affected stakeholders to gather evidence and verify the nature and scale of the conflict.
- **Documentation:** All investigations will be documented, and findings will be shared with relevant stakeholders.

5. Conflict Resolution

- **Dialogue and Mediation:** Mewah Group will prioritize dialogue and mediation between conflicting parties. This process will be facilitated by neutral mediators, ensuring all parties can express their concerns and seek mutually beneficial resolutions.
- **Compensation or Adjustments:** If a conflict arises over land use, Mewah Group will offer appropriate compensation or adjustments to the land development plan. This may include community development projects, financial compensation, or alternative land allocation.
- **Legal Recourse:** In the event that internal mechanisms fail to resolve a conflict, affected parties may seek legal recourse through appropriate channels. Mewah will cooperate fully with legal investigations and rulings.

6. Monitoring and Reporting

- **Grievance Closure:** Once a grievance has been resolved, Mewah Group will seek confirmation from the complainant that they are satisfied with the outcome.
- **Public Reporting:** All grievances and their resolutions will be publicly disclosed in [Mewah's Sustainability Dashboard](#) or during external audits such as those conducted by the RSPO.
- **Ongoing Monitoring:** Following the resolution of a grievance, Mewah will continue to monitor the situation to ensure that no further issues arise and that all agreements are upheld.

7. External Reporting and Appeals

If a grievance cannot be resolved internally, Mewah Group acknowledges the right of stakeholders to escalate the issue to external bodies, including the RSPO Complaints Panel or national legal authorities. We are committed to cooperating fully with any such investigations or appeals.

8. Continuous Improvement

Mewah Group will regularly review and improve its grievance mechanism and conflict resolution processes, incorporating feedback from stakeholders and aligning with evolving industry best practices.