



EASTERN PRODUCE
KENYA LIMITED
CULTIVATING QUALITY

OPERATIONAL GRIEVANCE MECHANISM (Tweguu Akase) 2025/2026 ACTION PLAN



Safe Reporting and Non-Retaliation

Strengthening trust in our grievance mechanism reporting.

Key actions

- Improving reporting guidance
- Reinforcing anti-retaliation protections
- Safeguarding confidentiality
- Increasing awareness of appeals procedure



Awareness, Access and Employee Engagement

Making the Grievance Mechanism easier to understand and access.

Key actions

- Awareness during employee onboarding
- Continuous awareness campaigns
- Human Rights champions
- Expanded reporting access points



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Fair, Independent and Transparent Investigations

Impartial, timely and participatory investigations.

Key actions

- Independent fact-finding
- Complainant participation and regular updates
- Ongoing investigator capacity building



Partnerships and Community Voice

External collaboration for communities and vulnerable groups beyond the workplace.

Key actions

- Strategic civil society engagement
- Community awareness and outreach for expert support



Learning, Data and Transparency

Measuring progress, learning from feedback, and sharing our journey transparently

Key actions

- Trend analysis
- Annual public updates
- Stakeholder feedback