



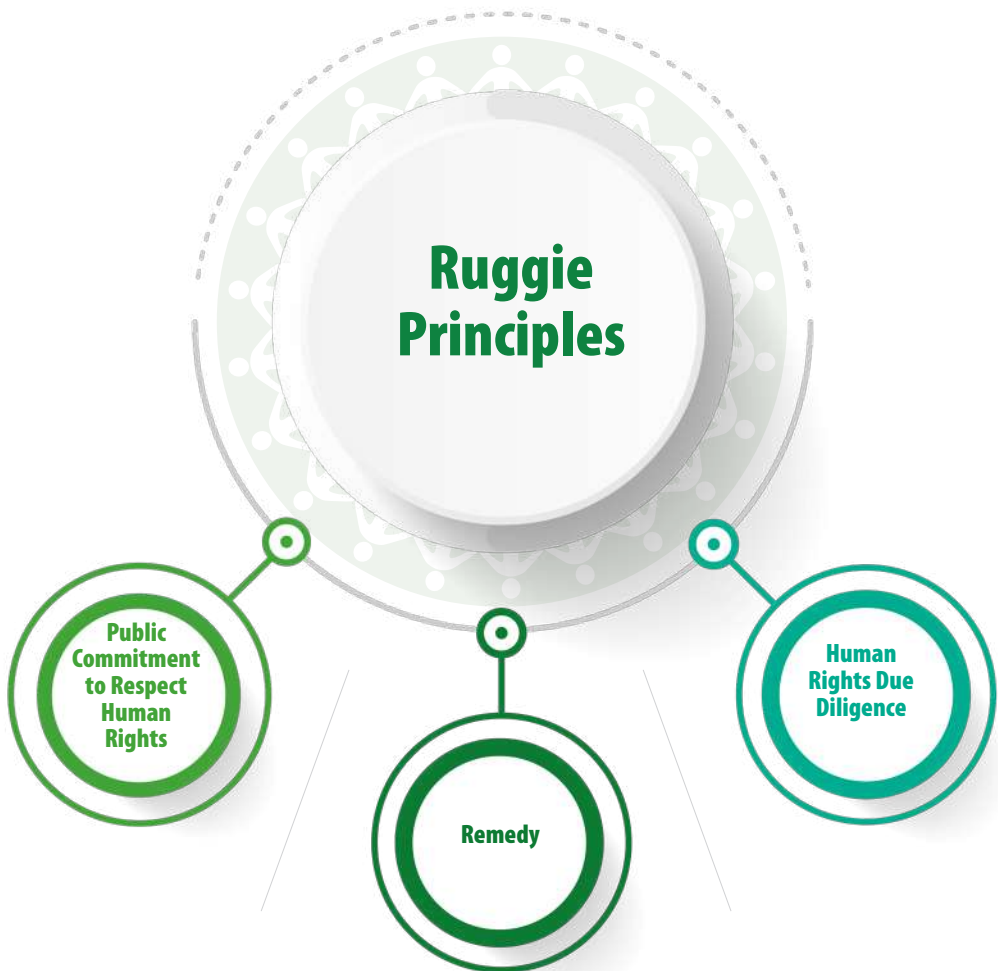
EASTERN PRODUCE  
KENYA LIMITED



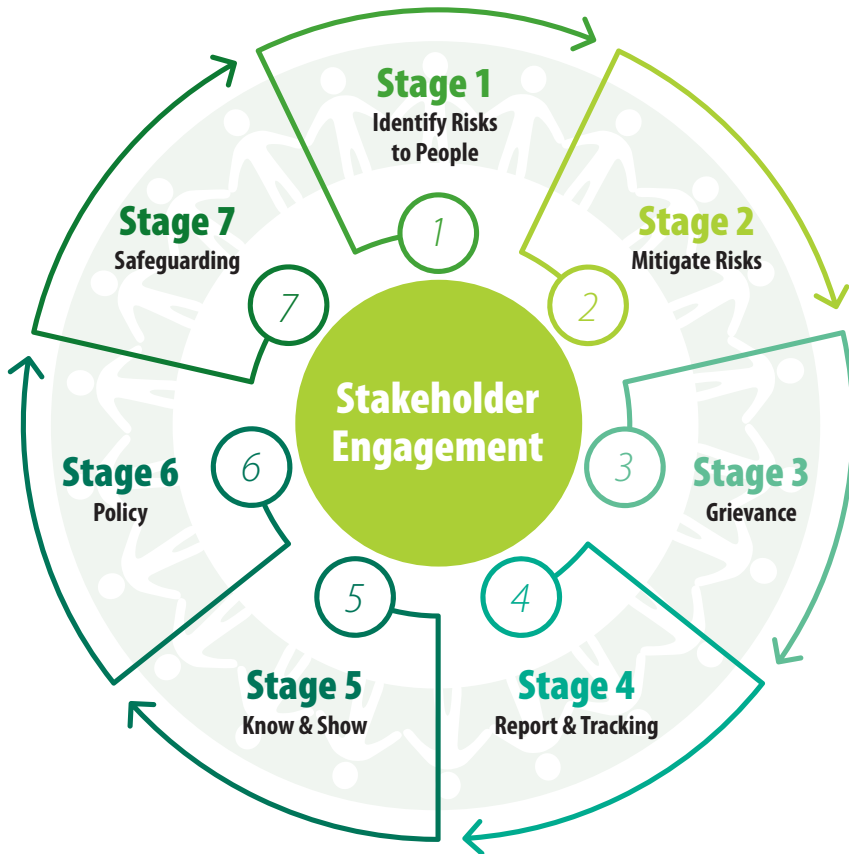
# Human Rights Framework

## An overview of Human Rights at EPK

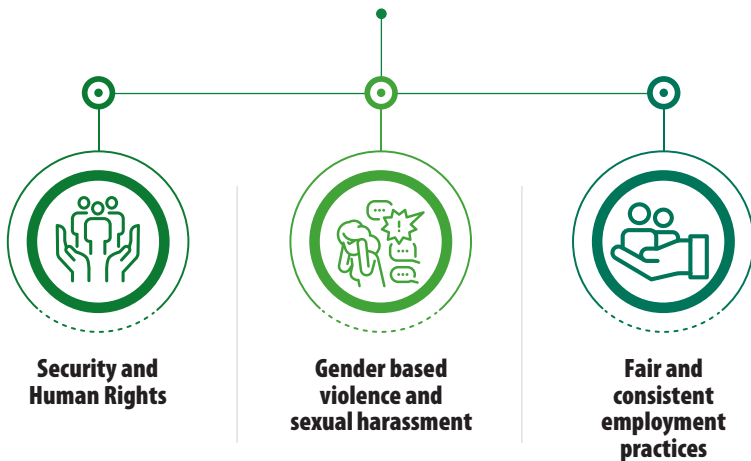
Eastern Produce Kenya Limited is committed to respecting and promoting Human Rights as guided by the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the four principles of the UN Global Compact: Human Rights, Labour, Environment and Anti-Corruption with Governance cross-cutting the four principles.



## Overarching Human Rights Strategy



## Our Salient Issues





## Operational Grievance - Mechanism Tweguu Akase: Talk To Me, I'm Listening

The local name for the OGM is "TWEGUU AKASE" in Nandi, which means "Talk to me, I'm Listening." The terms "OGM" and "TWEGUU AKASE" are used interchangeably. The mechanism has been developed through extensive stakeholder engagement with employees and community representatives to incorporate their feedback.

The OGM structure and processes are aligned with the UN Guiding Principles on Business and Human Rights (UNGPs) and requirements for accreditation and certification by entities such as Rainforest Alliance, of which EPK is a member. The OGM does not replace or undermine the state-based judicial mechanisms for remedy, and complainants are free to access the court system at any time if they so wish.

### OGM tiers

#### Tier 1

is a company managed process for grievances that may occur during the normal course of business operations and can best be handled and resolved by EPK staff.

#### Tier 2

is the external component of the OGM, which is charged with both the responsibility and special mandate to undertake independent investigations into 'serious impacts on human rights violation that have been caused by, contributed to, or directly linked to EPK and/or its (sub) contractors.'

Further, Tier 2 is a non-judicial and Independent Human Rights Mechanism (IHRM) with its own procedures, support, and safeguards to review complaints about serious impacts and provide remedies to victims of such impacts. EPK Limited supports the IHRM but does not control it.



## Potential Users of Grievance Mechanism



## Our Grievance Procedure

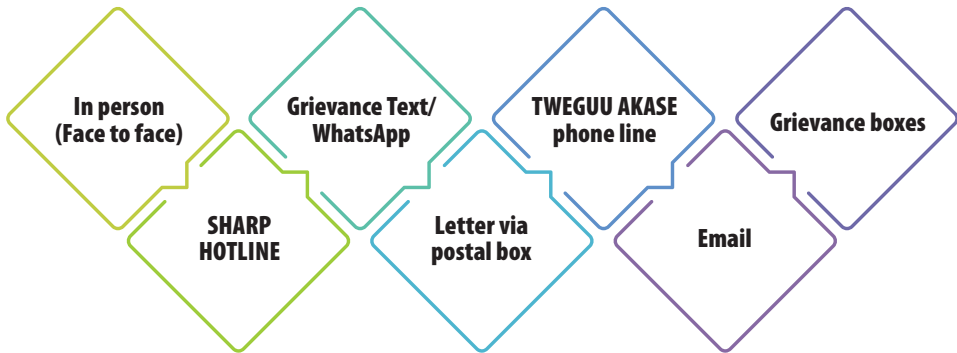
The OGM provides affected communities, employees, contractors and out-growers with a framework for submitting and addressing/resolving their grievances at EPK.

All types of grievances are treated in a respectful manner.

### Our grievance process:



Any grievances may be received through any of the following seven (7) access points.



## Protection for Complainants

The safety of complainants is critical for confidence in the OGM





## Safeguarding





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