

(Grievance Mechanism for the Sustainable Sourcing Code)

Result report

No.	1	
Date of reception	2 April, 2018	
Contents of the report	The informer is asking for implementation of joint inspection on occupational accidents occurred at a construction site	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">- The report was not referred to products or services procured by Tokyo 2020 or licensed products. <p>- On the occasion when the informer visited Japan in late May, Tokyo 2020 directly explained that the report doesn't fall under the scope of the Grievance Mechanism. Tokyo 2020 also explained about measures to prevent recurrence that have been taken at the said construction site.</p> <p>- Correspondence of the Grievance Mechanism finished in May 2018.</p>	
Remarks	Tokyo 2020 will keep communication with the informer to discuss safety measures at Games-related construction sites.	

Result report

No.	2	
Date of reception	2 April, 2018	
Contents of the report	The informer is claiming that a worker participating in trade union activities were unjustly retired at a Malaysian wood processing factory	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">▪ The report was not referred to products or services procured by Tokyo 2020 or licensed products.▪ The reported case was corresponded to a case pending in another conflict resolution procedure, and the contents of dispute were substantially same in such procedure and in the Grievance Mechanism. <p>- On the occasion when the informer visited Japan in late May, Tokyo 2020 directly explained that the report doesn't fall under the scope of the Grievance Mechanism.</p> <p>- Correspondence of the Grievance Mechanism finished in May 2018.</p>	
Remarks	Tokyo 2020 will consider to help the informer communicate with the said factory and other relevant parties.	

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Result report

No.	3	
Date of reception	16 October, 2018	
Contents of the report	It is claimed there is a case that could be against “4 (3) ii. Ban on discrimination and harassment” of the Sourcing Code.	
Result	<ul style="list-style-type: none">- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism. 【Reason】<ul style="list-style-type: none">▪ The report was not referred to products or services procured by Tokyo 2020 or licensed products.- Tokyo 2020 introduced to the reporter an available contact set by another organisation.- Tokyo 2020 communicated with the organisation that they could receive a report or consultation, and encouraged them to appropriately deal with it if they receive.- Correspondence of the Grievance Mechanism finished in October 2018.	
Remarks		

Result report

No.	4	
Date of reception	22 November, 2018	
Contents of the report	It is claimed that timber which does not conform to Sustainable Sourcing Code for Timber may be used at construction site of another organization, and that Tokyo 2020 does not fulfill the responsibility to make this organization respect with the Code.	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">• The report was not referred to products or services procured by Tokyo 2020 or licensed products. <p>(This Grievance Mechanism deals with grievances/reports about non-compliance with the Sourcing Code, related to products and services procured by Tokyo 2020 and licensed products.)</p> <p>- Correspondence of the Grievance Mechanism finished in February 2019.</p>	
Remarks	Regarding the allegation that there is a possibility that timber not meeting the Sustainable Sourcing Code for Timber may be used in construction projects by other organisations, Tokyo 2020 worked on examining it in collaboration with relevant organisations, and provided information (a log supplier that is alleged as a timber source is not included in the actual supply chain of the timber used for the construction projects above.) that was confirmed in such effort to the informer to the extent possible.	

Result report

No.	5	
Date of reception	22 November, 2018	
Contents of the report	It is claimed that timber which does not conform to Sustainable Sourcing Code for Timber may be used at construction site of another organization, and that Tokyo 2020 does not fulfill the responsibility to make this organization respect with the Code.	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">• The report was not referred to products or services procured by Tokyo 2020 or licensed products. <p>(This Grievance Mechanism deals with grievances/reports about non-compliance with the Sourcing Code, related to products and services procured by Tokyo 2020 and licensed products.)</p> <p>- Correspondence of the Grievance Mechanism finished in February 2019.</p>	
Remarks	Regarding the allegation that there is a possibility that timber not meeting the Sustainable Sourcing Code for Timber may be used in construction projects by other organisations, Tokyo 2020 worked on examining it in collaboration with relevant organisations, and provided information (a log supplier that is alleged as a timber source is not included in the actual supply chain of the timber used for the construction projects above.) that was confirmed in such effort to the informer to the extent possible.	

Result report

No.	6	
Date of reception	26 March, 2019	
Contents of the report	It is claimed that advertising related to products is considered to be misleading.	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">▪ The report was not referred to products or services procured by Tokyo 2020 or licensed products. <p>（ This Grievance Mechanism deals with grievances/reports about non-compliance with the Sourcing Code, related to products and services procured by Tokyo 2020 and licensed products. ）</p> <p>- Correspondence of the Grievance Mechanism finished in April 2019.</p>	
Remarks		

Result report

No.	7	
Date of reception	3 April, 2019	
Contents of the report	It is claimed that complaints about a product have not been adequately addressed.	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">- The report was not referred to products or services procured by Tokyo 2020 or licensed products. <p>(This Grievance Mechanism deals with grievances/reports about non-compliance with the Sourcing Code, related to products and services procured by Tokyo 2020 and licensed products.)</p> <p>- Correspondence of the Grievance Mechanism finished in April 2019.</p>	
Remarks		

Result report

No.	8	
Date of reception	5 June, 2019	
Contents of the report	It is claimed that workers' rights are violated at an electrical equipment manufacturing factory in Thailand through illegal lock-out of labour union members and other inappropriate behaviours.	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">• The report was not referred to products or services procured by Tokyo 2020 or licensed products.• The reported case was corresponded to a case pending in other conflict resolution procedures, and the contents of dispute were substantially same in such procedures and in this Grievance Mechanism. <p style="text-align: center;">(This Grievance Mechanism deals with grievances/reports about non-compliance with the Sourcing Code, related to products and services procured by Tokyo 2020 and licensed products. In addition, the Mechanism doesn't cover a case if it is undergoing another conflict resolution process, wherein the issue in the conflict resolution process is substantially identical with the one in this Mechanism, and is deemed unnecessary to proceed with the Mechanism process in light of the purpose of the Operational Standards)</p> <p>- Correspondence of the Grievance Mechanism finished in August 2019.</p>	
Remarks	Tokyo 2020 had a meeting with the parent company of the factory and got explanation that the factory has been taking necessary actions for resolution in accordance with relevant laws and regulations in Thailand, including responding to relevant public conflict resolution procedures. Tokyo 2020 shared this information with the reporter.	

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Result report

No.	9	
Date of reception	26 August, 2019	
Contents of the report	It is claimed that workers were enforced to retire from the company.	
Result	<p>- As a result of the examination of the report based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 has decided it doesn't fall under the scope of the Mechanism.</p> <p>【Reason】</p> <ul style="list-style-type: none">• The report was not referred to products or services procured by Tokyo 2020 or licensed products. <p>(This Grievance Mechanism deals with grievances/reports about non-compliance with the Sourcing Code, related to products and services procured by Tokyo 2020 and licensed products.)</p> <p>- Correspondence of the Grievance Mechanism finished in September 2019.</p>	
Remarks		

Result report

No.	10	
Date of reception	18 October 2019	
Contents of the report	<p>The report is about the site of construction project Tokyo 2020 is responsible for, and includes claims as follows;</p> <ul style="list-style-type: none">- workers are working long hours in a harsh condition under hot weather- protective equipment for heat stroke prevention is not sufficiently provided- there are not uniform rules nor supervisory systems to ensure occupational safety environment, based on the ILO Convention.	
Process history*	<p>【October 2019】</p> <p>After receiving the report, Tokyo 2020 examined it in accordance with the Operational Standards of the Grievance Mechanism. As a result, Tokyo 2020 decided to proceed with the process of the Grievance Mechanism as this reported case falls under the scope of the Mechanism, and notified the informant of it.</p> <p>Since this report was submitted by a third party that is not the party concerned defined in “9. Grievance Mechanism Process” of the Operational Standards, Tokyo 2020, along with the notification above, inquired of the informant if they have an intention to introduce the party concerned such as a negatively affected individual, or its agent, who wants to participate in dialogue between the parties concerned. (This inquiry was necessary for establishing Advisory Panel because there would be an additional step to listen to requests from the parties concerned regarding the selection of the Advisory Panel member(s) when dialogue between the parties concerned is expected.)</p> <p>【From November 2019 to December 2019】</p> <p>As the informant responded to the inquiry above that they could</p>	

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	<p>introduce someone who wants to participate in dialogue between the parties concerned as an agent of worker(s), Tokyo 2020 requested the informant to provide the contact information of the potential agent, in order to confirm the authority of representation. However, in communicating with the informant, it was found that there was no worker who authorised the potential agent.</p> <p>Thus, Tokyo 2020 decided that dialogue between the parties concerned would not take place, and started the selection process of Advisory Panel member(s).</p> <p>Tokyo 2020 explained to the informant that Tokyo 2020 would interview the informant and the party reported (construction company subject to the report) respectively to collect information for fact-finding, and in parallel establish an Advisory Panel.</p> <p>【January 2020】</p> <p>To decide member(s) of Advisory Panel, Tokyo 2020 made a draft to select Ms. Emi Omura (attorney-at-law) from Advisory Panel member candidates, considering the reported case relating to labour issues and the career of each candidate. The draft was presented to the members of the Sustainable Sourcing Working Group for their opinion within about one week. As there was no opposition from the WG members, Tokyo 2020 decided to appoint Ms. Omura as Advisory Panel member, and obtained her consent.</p> <p>【February 2020】</p> <p>Tokyo 2020 explained to the Advisory Panel that is composed of Ms. Omura the contents of the report, the progress made and the process of the Grievance Mechanism, and received advice from the Advisory Panel on interview items for the informant and the party reported.</p> <p>Tokyo 2020 started to arrange a schedule for an interview with the informant to find the basis of the report. The informant responded that they would like it in March or later, considering the situation over the new coronavirus.</p>
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	<p>Tokyo 2020 explained to the construction company who is the party reported the contents of the report and the process of the Grievance Mechanism.</p> <p>【March 2020】</p> <p>Tokyo 2020 conducted an interview with the informant to find what the contents of the report are based on. Prior to the interview, Tokyo 2020 explained to the informant that the process of the Grievance Mechanism including this interview is limited to the construction project contracted by the party reported, not covering all the Games construction projects.</p> <p>The informant explained to Tokyo 2020 that the report they submitted is based on what they saw from outside of the construction site, what they heard from construction workers in the street interviews they did, and another interview survey on construction workers conducted by organisations other than the informant. Tokyo 2020, however, was also informed that the informant did not understand concrete measures (e.g. measures against heatstroke) taken by the party reported, and that the information from the aforementioned interviews had not been examined by the informant to verify the facts.</p> <p>The informant provided photos and videos taken overlooking the entire construction site subject to the report, as well as the records of the interviews above-mentioned, while there was no specific explanation on them that indicates the facts of non-compliance with the Sourcing Code by the party reported.</p> <p>【From April 2020 to May 2020】</p> <p>Tokyo 2020 explained to the Advisory Panel the results of the interview with the informant and draft of the items to examine in the interview with the party reported, and received advice from the Advisory Panel on the scope and method of the examination.</p> <p>While Tokyo 2020 originally planned to conduct the interview (including inspection of related documents and on-site visit) with the party reported within April, Tokyo 2020 decided to postpone it for the time being, as the government of Japan declared a state of</p>
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	<p>emergency over coronavirus, covering seven prefectures including Tokyo Metropolitan, on 7th of April.</p> <p>【June 2020】</p> <p>As the government of Japan lifted a state of emergency over coronavirus on 25th of May, Tokyo 2020, having an expert staff with a wealth of practical experience of audits at construction sites, conducted an interview with the party reported, including inspection of related documents and on-site visit, for fact-finding on the contents of the report.</p> <p>The results of the fact-finding above are summarised as follows;</p> <ul style="list-style-type: none">- While it is claimed in the report that there are no uniform safety rules for Games facilities, the 2020 Tokyo Olympic and Paralympic Games Facility Construction Safety and Health Measures Council composed of government authorities, ordering parties, construction companies, and labour unions, has been established. The Council has been working on the creation of "Basic Policy on Safety and Health Measures" for Games-related construction projects and the promotion of safety and health measures along with the Policy. <p>In addition, the party reported was confirmed to take measures such as appointment of safety managers, establishment of on-site safety council, daily risk assessment activities and safety guidance to workers, and safety patrols. Inappropriate points for safety and health management were not found.</p> <ul style="list-style-type: none">- While it is claimed in the report that measures against heatstroke are insufficient, the party reported was confirmed to take measures such as guidance to workers at morning meetings, physical condition check-up using a checklist, setting frequent breaks, promotion of intake of salt and water, preparing first-aid kits for heatstroke, setting up cool rest areas. Personal protective equipment is also properly prepared by each subcontractor as designated in the operation manuals made by the party reported, and cooling jackets with electric fans are partly introduced. Inappropriate points for measures against heatstroke were not found.
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	<p>- While it is claimed in the report that there are workers forced to work 28 days in a month (but there was no explanation from the informant about the link to the construction project in question), the party reported was confirmed to operate on this site setting 6 closing days in 4 weeks in principle, by which working 28 days in a month on this site is not possible. In addition, the working hours per day are in principle from 8:00 am to 5:00 pm, and break times are secured. Inappropriate situation that illegal long working hours occur was not found.</p> <p>As described above, regarding the measures taken by the party reported to ensure occupational safety and health, facts of non-compliance with the Sourcing Code were not found.</p> <p>【July 2020】 Tokyo 2020 explained to the Advisory Panel the results of the fact-finding above and next steps, and received advice from the Advisory Panel on the contents of the notification to the informant.</p> <p>【August 2020】 As non-compliance with the Sourcing Code as pointed out in the report was not found, Tokyo 2020 decided to finish the process of the Grievance Mechanism, and notified the informant of it.</p> <p>With the above, Tokyo 2020 finished the correspondence of the Grievance Mechanism.</p>
<p>Remarks</p>	<p>While Tokyo 2020 is, as an orderer, repeatedly requesting contractors engaged in its construction projects to take appropriate safety and health measures, including measures against heatstroke, in accordance with relevant laws and regulations, as well as implementing safety patrols, Tokyo 2020 will continue to give due consideration to health and safety management, recognising the importance of international labour standards.</p>

*: Responses beyond the process defined in the Operational Standards are included.

Result report

No.	11	
Date of reception	18 October 2019	
Contents of the report	<p>The report is about the site of construction project Tokyo 2020 is responsible for, and includes claims as follows;</p> <ul style="list-style-type: none">- workers are working long hours in a harsh condition under hot weather- protective equipment for heat stroke prevention is not sufficiently provided- there are not uniform rules nor supervisory systems to ensure occupational safety environment, based on the ILO Convention.	
Process history*	<p>【October 2019】</p> <p>After receiving the report, Tokyo 2020 examined it in accordance with the Operational Standards of the Grievance Mechanism. As a result, it was confirmed that the construction project subject to the report is the one Tokyo 2020 is responsible for but its procurement process had been made before the Sustainable Sourcing Code (1st edition) was formulated. Therefore, Tokyo 2020 decided that the report does not fall under the scope of the Grievance Mechanism since the Sourcing Code had not been applied to this project, and notified the decision to the informant.</p> <p>Nevertheless, considering the importance of occupational safety and health, Tokyo 2020 decided to share the contents of the report with the construction company reported, and to inquire of the company their initiatives on safety and labour management at the construction project. Tokyo 2020 notified the informant that the result will be shared with the informant to the extent possible.</p> <p>In addition, Tokyo 2020 introduced to the informant that Tokyo 2020 is repeatedly requesting contractors engaged in its construction projects to take appropriate safety and health</p>	

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	<p>measures in accordance with relevant laws and regulations. Tokyo 2020 also introduced that “Basic Policy on Safety and Health Measures” has been established by the Tokyo Olympic and Paralympic Games Facility Construction Safety and Health Measures Council that is comprised of relevant stakeholders such as government authorities, ordering parties, construction companies, labour unions, and that safety and health measures based on the Policy have been taken at each site, and that the implementation status of the Policy has also been shared in the Council.</p> <p>【From November 2019 to March 2020】</p> <p>Tokyo 2020 reaffirms occupational health and safety measures in the construction project subject to the report (which had been completed at this time) based on the information provided by the company reported and the information collected by Tokyo 2020’s department in charge of venue development. The result is that the businesses at this construction site had taken concrete measures on safety and health themes such as overall safety and health management including holding a safety and health committee based on relevant laws and regulations, heat-stroke prevention, prevention of long working hours, and visualisation of risk factors. (Tokyo 2020, in its supervising work as an ordering party during the construction period, found these efforts made by the businesses.) It was also confirmed that safety patrols were conducted multiple times by Tokyo 2020 and the local labour bureau. Tokyo 2020 shared with the informant that the aforementioned measures had been taken.</p> <p>With the above, the response to the report was finished. But, in consideration of the importance of occupational health and safety, Tokyo 2020, with reference to this report and other information, will continue to request contractors to take appropriate occupational safety and health measures.</p>
Remarks	

* Responses beyond the process defined in the Operational Standards are included.

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Result report

No.	12	
Date of reception	24 June 2020	
Contents of the report	It is claimed that palm oil used in processed food products is related to problems such as illegally established plantations, deforestation, and violation of land rights.	
Process history*	<p>【From June 2020 to July 2020】</p> <p>After receiving the report, Tokyo 2020 examined it in accordance with the Operational Standards of the Grievance Mechanism.</p> <p>Since the products subject to the report were not the products or services procured by Tokyo 2020, or licensed products, Tokyo 2020 decided that the report does not fall under the scope of the Grievance Mechanism. Tokyo 2020 notified the decision to the informant.</p> <p>Correspondence of the Grievance Mechanism finished in July 2020.</p>	
Remarks		

* Responses beyond the process defined in the Operational Standards are included.

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Result report

No.	13	
Date of reception	23 April 2021	
Contents of the report	It is claimed that a company does not accept responsibility on industrial accidents that occurred at its factory while collective bargaining has been conducted with the company regarding compensation for damages.	
Process history*	<p>【From April 2021 to May 2021】</p> <p>Tokyo 2020 requested the informant to resubmit the report using the prescribed reporting form as the initial report missed some information. After that, Tokyo 2020 received the completed form.</p> <p>Through examining the information provided in the report comparing it with the information collected by Tokyo 2020, Tokyo 2020 found that the industrial accidents subject to the report have no relation with the manufacture of the product subject to the report.</p> <p>For the reason that the report was not related to the products or services procured by Tokyo 2020, or licensed products, based on the Operational Standards of the Grievance Mechanism, Tokyo 2020 decided that the report does not fall under the scope of the Grievance Mechanism. Tokyo 2020 notified the decision to the informant.</p> <p>Correspondence for this report finished in May 2021.</p>	
Remarks		

* Responses beyond the process defined in the Operational Standards are included.