

## Result report

No.	15	
Date of reception	5 August 2021	
Contents of the report	It is claimed that the informant faced harassment of unpleasant remarks by a contractor staff at a competition venue.	
Process history*	<p><b>【From August 2021 to September 2021】</b></p> <p>After receiving the report, Tokyo 2020 interviewed the informant to precisely understand the report.</p> <p>As a result of the interview, it was found that the informant, outside of this Mechanism, directly contacted the contractor to which the staff belongs, and that the contractor had already taken action to respond it. Therefore, Tokyo 2020 interviewed the contractor about their response status, and found that, as they regarded it as harassment that their staff made the informant feel uncomfortable by inappropriate remarks, they met the informant in August to apologize and explain that they would work on staff education to prevent recurrence.</p> <p>As it was during Paralympic Games and the contractor still had tasks there, Tokyo 2020, from the perspective of preventing occurrence of similar cases in the Games, required the contractor to take measures of harassment prevention to their staff engaged in the Games operation and to report to Tokyo 2020 after the implementation.</p> <p>Later, the contractor reported to Tokyo 2020 that all their staff concerned took a lecture on harassment and confirmed prohibited acts using a checklist before the Paralympic Games ended. Tokyo 2020 examined the report from the contractor and confirmed that appropriate measures were taken.</p>	

(Grievance Mechanism for the Sustainable Sourcing Code)

	In parallel, Tokyo 2020 contacted the informant again, and was informed that the informant did not mean to demand further action, as the informant received apologies from the contractor and the staff concerned, as well as Tokyo 2020 would require the contractor to take preventive measures. Therefore, by confirming the report from the contractor, Tokyo 2020 terminated the response of this Grievance Mechanism.
Remarks	

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