

Status of the reports received in the Grievance Mechanism for the Sustainable Sourcing Code

As of 31 December 2021

No.	Date of reception	Contents of the report		Status*	Remarks
1	2 April 2018	The informant is asking for implementation of joint investigation with trade union representation on an occupational accident that occurred at a construction site.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to construction work ordered by Tokyo 2020. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p> <p>Tokyo 2020 explained the informant on the recurrence prevention measures that had been taken at the construction site.</p>	Please refer to the result report that is separately made for each reported case.
2	2 April 2018	It is claimed that a worker who participated in trade union activities was enforced to retire unfairly at a wood processing plant in Malaysia that manufactures plywood.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to wood products used in the construction work ordered by Tokyo 2020, and that the reported case was pending in court in Malaysia. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p>	Please refer to the result report that is separately made for each reported case.
3	16 October 2018	It is claimed there is a case that could be against "4 (3) ii. Ban on discrimination and harassment" of the Sourcing Code.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to products or services procured by Tokyo 2020, or licensed products. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p> <p>Tokyo 2020 introduced to the informant an available contact set by another organisation, and also encouraged the organisation to appropriately deal with a report they would receive.</p>	Please refer to the result report that is separately made for each reported case.
4	22 November 2018	It is claimed that timber which does not conform to Sustainable Sourcing Code for Timber may be used at a construction site of another organisation, and that Tokyo 2020 does not fulfill the responsibility to make this organisation respect with the Code.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to wood products used in the construction work ordered by Tokyo 2020. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p> <p>Tokyo 2020, in collaboration with relevant organisations, confirmed that a certain log supplier alleged is not included in the actual supply chain of the timber used for the Games construction projects, and provided the information to the informant to the extent possible.</p>	Please refer to the result report that is separately made for each reported case.

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5	22 November 2018	It is claimed that timber which does not conform to Sustainable Sourcing Code for Timber may be used at a construction site of another organisation, and that Tokyo 2020 does not fulfill the responsibility to make this organisation respect with the Code.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to wood products used in the construction work ordered by Tokyo 2020.</p> <p>Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p> <p>Tokyo 2020, in collaboration with relevant organisations, confirmed that a certain log supplier alleged is not included in the actual supply chain of the timber used for the Games construction projects, and provided the information to the informant to the extent possible.</p>	Please refer to the result report that is separately made for each reported case.
6	26 March 2019	It is claimed that advertisement of products by a private company should be improved as it's considered misleading.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to products or services procured by Tokyo 2020, or licensed products.</p> <p>Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p>	Please refer to the result report that is separately made for each reported case.
7	3 April 2019	It is claimed that complaints about a product procured by a local government have not been adequately treated by the manufacturing company.	closed	<p>Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to products or services procured by Tokyo 2020, or licensed products.</p> <p>Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this reported case doesn't fall under its scope.</p>	Please refer to the result report that is separately made for each reported case.
8	5 June 2019	It is claimed that workers' rights are violated at a factory in Thailand that is a subsidiary of an electrical equipment manufacturing company, through illegal lock-out of labour union members and other inappropriate behaviours.	closed	<p>Tokyo 2020 confirmed that electrical equipment manufactured by the factory in question had not been procured, and found that the reported case was pending in court in Thailand.</p> <p>Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.</p> <p>Tokyo 2020 had a meeting with the parent company of the factory and got explanation that the factory has been taking necessary actions. Tokyo 2020 shared this information with the informant.</p>	Please refer to the result report that is separately made for each reported case.

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9	26 August 2019	It is claimed that a private security company's employee were enforced to retire from the company.	closed	Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to products or services procured by Tokyo 2020, or licensed products. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.	Please refer to the result report that is separately made for each reported case.
10	18 October 2019	The report is about the site of construction project Tokyo 2020 is responsible for, and includes claims as follows; – 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.	closed	Tokyo 2020 notified the informant that, as a result of the fact-finding on the issues pointed out in the report, non-compliance with the Sourcing Code by the company reported was not found, and that it decided to finish the process of the Grievance Mechanism.	Please refer to the result report that is separately made for each reported case.
11	18 October 2019	The report is about the site of construction project Tokyo 2020 is responsible for, and includes claims as follows; – 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.	closed	Tokyo 2020 decided this report does not fall under the scope of the Grievance Mechanism as the contract was made prior to the development of the Sustainable Sourcing Code. Tokyo 2020 introduced to the informant 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, and that the implementation status of the Policy has also been shared in the Council. In addition, considering the importance of occupational safety and health, Tokyo 2020 shared the contents of the report to the construction company reported, and inquired of the company their initiatives on safety and labour management at the construction project. Tokyo 2020 shared the result with the informant.	Please refer to the result report that is separately made for each reported case.

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12	24 June 2020	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.	closed	Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to products or services procured by Tokyo 2020, or licensed products. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.	Please refer to the result report that is separately made for each reported case.
13	23 April 2021	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.	closed	Upon examination of the report, Tokyo 2020 found that the reported case didn't relate to products or services procured by Tokyo 2020, or licensed products. Tokyo 2020 decided not to proceed with the process of the Grievance Mechanism as this report doesn't fall under its scope.	Please refer to the result report that is separately made for each reported case.
14	8 July 2021	A procured product potentially used palm oil which was sourced from palm plantations allegedly involved in illegal development, deforestation of natural forests, and violation of land rights.	closed	The report raised eight palm oil mill plants, however, since the period of the Grievance Mechanism Process is limited, Tokyo 2020 prioritized them based on the considerations, and decided to start the assessment with the three cases with higher priority. Tokyo 2020 informed this decision to the party reporting this grievance. Tokyo 2020 assessed the distribution link of fresh fruits bunches and development of alleged palm plantation. Based on the findings within the scope of assessment, Tokyo 2020 did not recognize that the palm oil utilized for the procured products is non-compliant with the Sustainable Sourcing Code for palm oil. Tokyo 2020 decided to close the process of this report and informed its closing to the party reporting this report.	Please refer to the result report that is separately made for each reported case.
15	5 August 2021	It is claimed that the informant faced harassment of unpleasant remarks by a contractor staff at a competition venue.	closed	It was found that this contractor was directly contacted by the same informant outside of this Mechanism, and met her in August to apologize and explain measures to prevent recurrence. Tokyo 2020 interviewed the informant again, and then requested the contractor to take measures to prevent harassment by their staff engaged in the Games. Tokyo 2020 confirmed the contractor took the required action.	Please refer to the result report that is separately made for each reported case.

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16	13 September 2021	Plywood utilized for concrete formwork is potentially procured from forests in Australia, and their logging may be destructive to the habitats of endangered species.	closed	Tokyo 2020 conducted interviews with the party reporting this report, the local forest management entity and environmental NGOs. Based on the findings within the scope of assessment, Tokyo 2020 did not recognize non-compliant with the Sustainable Sourcing Code. Tokyo 2020 decided to close the process of this report and informed its closing to the party reporting this report.	Please refer to the result report that is separately made for each reported case.
17	30 November 2021	Palm oil potentially used at the Tokyo 2020 Games were sourcing from plantations owned by two palm oil companies in Malaysia, which were alleged to have issues such as forced labor, trafficking, sexual abuse and child labor.	closed	The report did not describe the name of plantation alleged to have forced labor, etc. As far as Tokyo 2020 could identify, there are more than 300 plantations owned by the target palm oil companies. The distribution route of palm oil is generally combined from many plantations. For this circumstance, a long period of time is expected in order to confirm each of the alleged issues. In addition, Tokyo 2020 is a fixed-term entity which is closed after the Tokyo 2020 Games. Tokyo 2020 official website published that Grievance Mechanism Process is to be closed by end of 2021, and Tokyo 2020 may not be able to process the report depending on the time of its receipt and its contents. Due to these reasons, Tokyo 2020 considered that it is difficult to conduct the assessment with the process of the Grievance Mechanism. Tokyo 2020 informed this decision to the party reporting this report.	Please refer to the result report that is separately made for each reported case.
18	30 November 2021	Palm oil potentially used at the Tokyo 2020 Games were sourcing from more than 40 plantations in Indonesia, which were alleged to be developed without an operational permit	closed	Due to the circumstance that the distribution route of palm oil is generally combined from many plantations, a long period of time is expected in order to confirm the relation between each alleged issue and more than 40 plantations mentioned in the report. In addition, Tokyo 2020 is a fixed-term entity which is closed after the Tokyo 2020 Games. Tokyo 2020 official website published that Grievance Mechanism Process is to be closed by end of 2021, and Tokyo 2020 may not be able to process the report depending on the time of its receipt and its contents. Due to these reasons, Tokyo 2020 considered that it is difficult to conduct the assessment with the process of the Grievance Mechanism. Tokyo 2020 informed this decision to the party reporting this report.	Please refer to the result report that is separately made for each reported case.

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