

Outline of the Grievance Mechanism for the Sustainable Sourcing Code

[Provisional translation]

[Objective] To receive grievances/reports on non-compliance with the Sourcing Code and to promptly and appropriately respond to these reports in a fair and transparent manner. In particular, to develop an appropriate solution by conducting constructive dialogues with parties concerned to come up with agreed improvement measures to address problems caused by non-compliance with the Sourcing Code

Description of the procedure

- To receive reports by email or post.
- Information from media could be dealt with as described in the reported case.
- To confirm whether a reported case is within the scope of this Mechanism, i.e., procurement by Tokyo 2020.
- To collect and organise information from informants, the accused and others.
- To select panel member(s) in charge and establish an Advisory Panel.
- To facilitate dialogues between the parties concerned, by arranging the opportunities and presenting the information organised.
- To conduct an investigation of the facts on the reported case.
- To facilitate dialogues between the parties concerned, by presenting the information organized, including the result of the investigation above.
- To understand the content of the dialogues, and propose a draft resolution.
- To consult an Advisory Panel for its opinions with regard to the draft resolution.
- To determine the resolution.
- To require the submission of an improvement plan and implementation results which will be shared with informants and other relevant parties.
- To close the process after the confirmation that the reported case has been appropriately concluded.
- To publicly announce the summary of the result on the Tokyo 2020 website.

