



Grievance Mechanism for the Sustainable Sourcing Code

The Tokyo Organising Committee of the Olympic and Paralympic Games

June 2020

Purpose of this material

We, Tokyo 2020, have been operating the Grievance Mechanism for non-compliance with the Sustainable Sourcing Code since April 2018. Meanwhile, we sometimes hear opinions such as "The system is difficult to understand" or "The reporting form is too complicated to fill out".

For the purpose of enhancing accessibility of the Mechanism, this material provides explanation, especially for those who may file a report, on what is covered by the Mechanism, what information is needed in submitting a report, and how a report received will be proceeded.

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What is the Grievance Mechanism?

- The Grievance Mechanism described here is a system established by Tokyo 2020 to receive reports on non-compliance with the Sustainable Sourcing Code and to respond to them.
- Through facilitating dialogue between a party^{*1} such as a company not complying with the Sourcing Code and the other party^{*2} such as an individual who is negatively affected by it^{*3}, we aim to make necessary improvements based on agreement between both parties concerned.

*1, *2 We call these two parties “party concerned”.

*3 Dialogue may not be conducted, e.g. when a party concerned is not identified.

What is covered by the Grievance Mechanism?

- The Grievance Mechanism deals with reports, if they are
 - about products or services procured by Tokyo 2020 or Tokyo 2020 official licensed products,
and
 - about non-compliance* with the Sustainable Sourcing Code
- However, there are some cases the Grievance Mechanism does not deal with, e.g. pending cases undergoing another conflict resolution process.
- Reports that do not meet the scope above cannot be dealt with in the Grievance Mechanism, but the information provided may be used as a reference for our work including the implementation of the Sourcing Code.

* The Sustainable Sourcing Code is applied within the scope of production, distribution and other processes of products and services procured by Tokyo 2020 and licensed products, and thus this Grievance Mechanism is also dealing with reports on non-compliance within the same scope.

What is covered by the Grievance Mechanism?

- The followings are examples of cases that are supposed to be covered by the Grievance Mechanism.
 - Workers engaged in manufacturing products for supply to Tokyo 2020 are paid less than the minimum wage.
 - Working hours of workers engaged in providing services to Tokyo 2020 exceed legal limits.
 - Personal information acquired during the service provision to Tokyo 2020 is leaked.
 - Foreign technical interns in Japan engaged in manufacturing Tokyo 2020 licensed products are working without legal employment procedures.
 - Waste generated during the production of Tokyo 2020 licensed products is illegally dumped.

What is covered by the Grievance Mechanism? (Examples of reports not covered by the Mechanism)

- Followings are examples of reports that are NOT dealt with in this Grievance Mechanism.
 - Reports regarding products or services procured by the national/local governments.
 - Reports regarding raw materials for a product made by a company contracted with Tokyo 2020, but which is not supplied to Tokyo 2020.
 - Reports regarding a working environment of employees of a company contracted with Tokyo 2020, but who are not engaged in the services for Tokyo 2020.
 - Reports requesting for improvement of wage level or other working conditions in a whole industry.
 - Reports concerning the partnership agreement (MoU)* that Tokyo 2020 has concluded with the International Labour Organization (ILO).

* The MoU is an agreement between the Tokyo 2020 and the ILO to jointly advance decent work through collaborative activities such as the annual Sustainability Forums for awareness raising. Please refer to the website below on the partnership with the ILO.

<https://tokyo2020.org/en/games/sustainability/humanrights-ilo>

Who can file a report?

- Anyone can file a report.
- For example, a worker suffering under the situation listed as on page 4 can make a report by him/herself, while a report through an agent* is also receivable. Other than these, a third party can make a report.
- Information on the reporter will not be disclosed to the public unless required by law. If the reporter prefers, he/she will remain anonymous to the reported party.

* It is necessary to attach documents to show the authorisation of the agent.

How can a report be made?

- Period of receiving reports: April 2, 2018 - November 30, 2020 (extension of the period is under consideration due to the postponement of Tokyo 2020 Games.)
- A report can be submitted by email or by post.

Email address: grievance@suscode.tokyo2020.jp

Postal address*: Sustainability Dept., Administration Bureau
The Tokyo Organising Committee of the Olympic and Paralympic Games
19th Floor, Harumi Island Triton Square Office Tower Y
1-8-11 Harumi Chuo-ku, Tokyo, 104-6119, Japan

* As the postal address is subject to change, please check the latest information on the website of Tokyo 2020.
<https://tokyo2020.org/en/games/sustainability/sus-code>

What information should be included in a report?

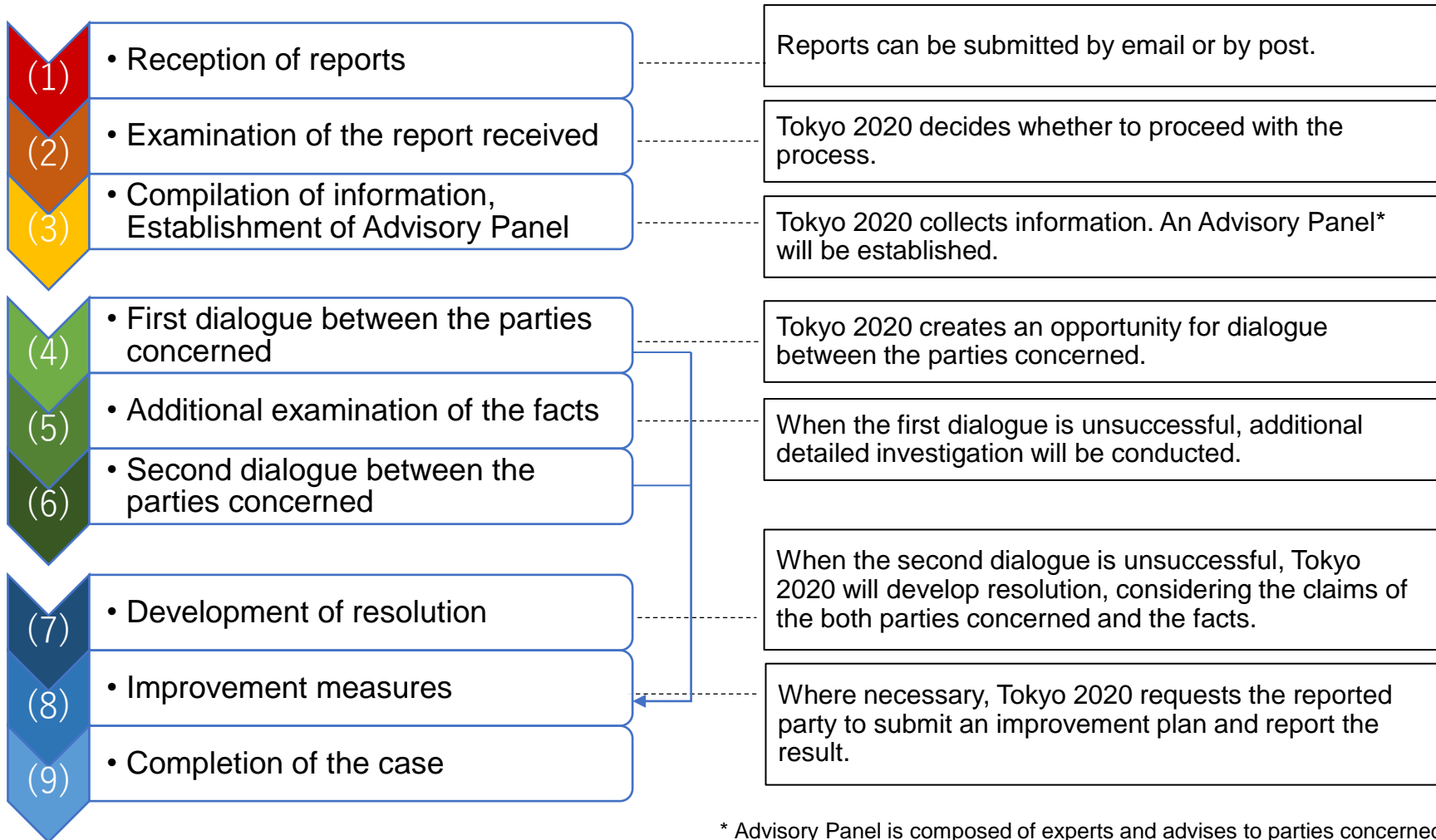
- For reporting, please fill in the following items on the reporting form.
 - (1) Name, address, contact details of the reporter
 - (2) Information about the reported party (a party subject to the report)
 - (3) Detailed information about the negative impact
 - (4) Detailed facts of non-compliance and the relevant provision of the Sourcing Code
 - (5) Causal relationship between the Sourcing Code non-compliance and negative impact
 - (6) Expected solution
 - (7) Record of dialogue with the reported party
 - (8) Whether or not the reported case corresponds to a case pending in another conflict resolution procedure or a case where procedures in the Grievance Mechanism is currently ongoing
 - (9) Evidence that the reporter authorises the agent (when reporting through an agent)
- Please also refer to Appendix “Guidance for completing the reporting form”.
- The reporting form can be downloaded from the following website.
<https://tokyo2020.org/en/games/sustainability/sus-code>

What information should be included in a report?

- Please fill in the reporting form in English or Japanese. While we will do our best to respond to reports even in other languages, there may be cases where we ask the reporter to use English/Japanese.
- To ensure a smooth procedure, including the determination of whether the reported case falls within or outside the scope of the Mechanism, a reporter is expected to provide as objective and detailed information as possible in the reporting form.
- Even if a report is incomplete, it will not be rejected for that reason alone. We may proceed if additional or amended information is provided from the reporter.
- Please refer to “What is covered by the Grievance Mechanism” on pages 3 to 5 of this material to see if the case you are trying to report meets the scope of this Mechanism.

How will a report received be proceeded?

- Below is the standard process of handling reports.



* Advisory Panel is composed of experts and advises to parties concerned and Tokyo 2020, intended to enhance the neutrality and fairness of the Mechanism.

How will a report received be proceeded?

- There may be cases wherein some steps may be conducted in parallel or some steps may be omitted, depending on the content and nature of the report.
- If the reporter is not a party concerned (e.g. an individual who is negatively affected by non-compliance with the Sourcing Code), Tokyo 2020 will confirm whether the reporter can introduce a party concerned or its agent, in order to determine if dialogue between the parties concerned is expected.
- For an agent, a document that describes its name and contact information, delegation items, as well as the name, signature and the contact information of the delegator who is a party concerned, is requested. Tokyo 2020 will contact the delegator to confirm the fact of authorisation.
- If a party concerned cannot be identified (e.g. for a report submitted by a third party), and dialogue between the parties concerned is not expected to happen, Tokyo 2020 will examine the facts on non-compliance with the Sourcing Code in the step of "(3) Compilation of information" on page 10, and subsequently request improvement, where necessary, as in (8), and finish the process. In this case also, an Advisory Panel will be established to provide advice upon request by Tokyo 2020.

Others

- In principle, Tokyo 2020 discloses a brief summary, status of the process, and summary of the result of reports received, on its website.

<https://tokyo2020.org/en/games/sustainability/status-of-the-reports>

- Please be noted that it may be impossible to carry out some steps, e.g. detailed investigations (especially overseas), due to the effect of the novel coronavirus (COVID-19).
- Tokyo 2020 will make best efforts to promptly process any reports received in the Grievance Mechanism, in accordance with its Operational Standards. On the other hand, since Tokyo 2020 is a temporary organisation that will be dissolved after the Games, there is a possibility that the process in the Mechanism may not be completed as scheduled under the Operational Standards, depending on the timing and contents of the report. Even in such cases, nevertheless, Tokyo 2020 will provide information on other grievance mechanism(s) available to the reporter or relevant parties, where possible.

Appendix: Guidance for completing the reporting form

Annex 1

Please refer to the footnotes 1 to 7 and explanation in the balloons when filling in the reporting form.

Reporting Form¹

Date: DD/MM/YYYY

To: Tokyo Organising Committee of the Olympic & Paralympic Games (Tokyo 2020)

(1) About the person/party reporting ²		<p>In order to proceed with the process in the Grievance Mechanism, real name and contact details of the reporter must be provided, while the reporter can remain anonymous to the reported party if the reporter prefers.</p>
1) Name		
2) Address		
3) Tel. No.		
4) E-mail Address		
5) Would you prefer to remain anonymous to the person/party to be reported? ³	Yes · No (Encircle one)	
(2) About the person/party to be reported ⁴		
1) Name of the person/party to be reported		<p>Please describe the person/party that has committed non-compliance with the Sourcing Code.</p>
2) Address and contact details of the person/party to be reported		<p>Please include as detailed information as possible as listed below so that Tokyo 2020 can understand in which product manufacture (or service provision) the reported case occurs.</p> <ul style="list-style-type: none"> • Type of products (including licensed products), product name, name of manufacturer/distributor/seller • Product characteristics (e.g. colour, design, material) • Information on manufacturing/delivery timing, lot number, manufacturing location, manufacturing quantity, delivery destination (orderer), etc. • In the case of services, information such as type and name of the service, name of the provider, timing and place of provision, recipient (orderer), etc. (It would be highly appreciated to describe the reason why the reporter think that the product or service reported here is related to the procurement by Tokyo 2020 or licensed product.)
3) Information regarding products, etc. procured by		

¹ Please provide accurate information in the required items. In case accurate information has not been provided, it may take time to confirm specific information to the person/party reporting, which is needed to start the process. Also it may not be possible to conduct an appropriate process if necessary information cannot be obtained.

² Real name and contact details must be provided. This information will not be disclosed, unless ordered by law. It is possible to mention if the person/party prefers to remain anonymous in the process.

³ Even if the answer is “No”, the information regarding the person/party reporting will not be disclosed to the public, unless ordered by law.

⁴ The “person/party to be reported” refers to the person/party that has committed (or facts that lead to doubts of) non-compliance with the Sourcing Code according to the submitted grievance/report.

Tokyo 2020 ⁵	
4) Relationship between the person/party reporting and the person/party to be reported	(For example: employer and employee)
(3) Detailed information about the negative impact(s) on the person/party reporting or negative impact(s) that has/have a probability of occurring in the future	
<p>Please describe in detail the damage (negative impact) that is currently occurring, or will occur with a high possibility, to the reporter. If the reporter is not a party concerned who is negatively affected, please describe who/what is (likely) subject to the damage. (e.g. illegal drainage from the factory brought deteriorated water quality in adjacent river.) In any case, please provide with any objective information that indicates the occurrence of the damage.</p>	
(4) Detailed facts of non-compliance ⁶ , and the provision within the Sourcing Code that is subject to the non-compliance	
<p>Please describe as detailedly as possible in what situation the non-compliance with the Sourcing Code occurred. (e.g. when, where, what practice was made, in what kind of work/operation, by whom.) Also, please provide the records and materials that form the basis of the description to the extent possible.</p>	
(5) Causal relationship between the Sourcing Code non-compliance and negative impact(s)	
<p>Please explain that the description of (3) and (4) above are related. (e.g. Due to child labour practice by the company, the children cannot go to school, missing chances of education.)</p>	
(6) Expected solution of the person/party reporting	
<p>Please state what kind of improvement the reporter expects to be taken by the reported party, in order to recover the damage (negative impact) described in (3) above.</p>	
(7) Record of dialogue with the person/party to be reported ⁷	

⁵ E.g. type of products, product name, name of manufacturer/distributor/seller. For products difficult to distinguish, please write the details of the products' unique characteristics. Also, please write the time the product was manufactured/delivered, lot number, and other detailed information, (as possible).

⁶ Detailed facts of non-compliance including information that can identify the non-compliance in the process of manufacture and delivery of procured products, etc. specified in (2) 3) above

⁷ In order to encourage voluntary conflict resolution among parties, the person/party reporting is asked to make efforts to have a dialogue with the person/party to be

(8) Whether or not it corresponds to a case pending in another conflict resolution procedure or a case where procedures in the Grievance Mechanism is currently ongoing (if applicable, provide specific details)	
<p>If another problem resolution system such as a court or in-house consultation desk is in process for the same issue, please state the situation.</p>	
<p>It is possible to assign an agent.</p>	
(9) About the agent	
1) Presence of the agent	Yes · No (If “Yes”, please proceed to Items 2) to 4) below)
2) Reason behind the need for the agent	<p>Please briefly describe the background to use an agent. (e.g. the reporter does not have legal knowledge or time to respond.)</p>
3) Name and contact details of the agent	(Name, Address, Tel. No., E-mail address of the agent)
4) Proof of authorisation	※ Please attach evidence that the person/party reporting authorizes the person/party to be his/her agent.

Please prepare a document that shows the fact of delegation to the agent and includes the name and contact information of the agent, delegation items, as well as the name, signature and contact information of the delegator.

reported prior to submitting a grievance/report. For this purpose, there is a need to specify the concrete actions of the person/party reporting towards a dialogue with the person/party to be reported, such as details about date and time, counterparts, and response/action taken. However, if it is not possible to have a dialogue between the two parties, details of the circumstances must be indicated in this reporting form.