

Grievance Mechanism for Sustainable Sourcing Code

This Grievance Mechanism is established to:

- Receive grievances on non-compliance with the Tokyo 2020 Sustainable Sourcing Code. Anyone who is aware of non-compliance, and/or has problems caused by non-compliance, can lodge a grievance
- Develop an appropriate solution by conducting dialogue with parties concerned to come up with agreed improvement measures to address grievances.

■ Reporting Period : 2nd April 2018 - 30th November 2020

■ Scope (Coverage) : Grievances about non-compliance with the Sourcing Code related to products and services procured by Tokyo 2020 and licensed products

■ Language : Japanese or English

Contact details

Grievances can be submitted by e-mail or by post

e-mail address : [grievance\(at\)suscode.tokyo2020.jp](mailto:grievance(at)suscode.tokyo2020.jp)

Postal address : Sustainability Dept., Administration Bureau,
The Tokyo Organising Committee of the Olympic and
Paralympic Games,
24th Floor, Harumi Island Triton Square Office Tower Y
1-8-11 Harumi Chuo-ku, Tokyo, 104-6124, Japan

* The e-mail address has been formatted to avoid spam. Please replace "(at)" in the above address with the @ symbol.

* The postal address is subject to change. Please follow the link below to find the latest address.

* Required information :

- Name, contact details of the reporting individual (you)
(your details may be kept confidential to the Person/Party to be reported)
- Details of Person/Party to be reported and information regarding non-compliance with the Sourcing Code
- Information of products/services that Tokyo 2020 procure or licensed products, etc.



* A dedicated reporting form is available on the website below.

* The contents and the status of the grievances received will be uploaded to the Tokyo2020 website. If you would like to keep your grievance confidential, please state that effect on the reporting form.

For more details, please visit "Tokyo2020 Sustainable Sourcing Code" website via: <https://tokyo2020.org/en/games/sustainability/sus-code/>