Outline of the Grievance Mechanism for the Sustainable Sourcing Code

**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 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.

1. Reception
2. Confirmation of the reports
3. Compilation of information, Establishment of Advisory Panel
4. Facilitation of dialogue between the parties concerned toward satisfactory resolution based on a mutual consent (First dialogue between the parties)
5. Examination of the facts (investigation)
6. Facilitation of dialogue between the parties concerned toward satisfactory resolution based on a mutual consent (Second dialogue between the parties)
7. Formulation of a draft resolution
8. Consultation at the Advisory Panel
9. Determination of the resolution
10. Improvement plan and implementation
11. Close of the process
12. Announcement of the result

**Advisory Panel**
- Offers advice on each individually reported case from a neutral perspective.
- For each individually reported case, at least one person in charge (which must include a lawyer) is to be selected from candidate panel members, after discussion in the Working Group. When dialogue between the parties concerned is expected, the parties will be asked the request on the selection of panel member(s).
- As candidate panel members, Tokyo 2020 appoints experts respectively on laws, environment, human rights, labour-related issues and other relevant fields as the members of the Advisory Panel after discussions in the Working Group.

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**The Sustainable Sourcing Working Group**
- The Working Group offers Tokyo 2020 advice on how to effectively operate the Mechanism when Tokyo 2020 reports to the Working Group on the situation regarding receiving and dealing with the reported cases.
- The Working Group discuss on the selection of candidate panel member(s) of the Advisory Panel from a neutral and expert perspective.