

**A Code of Conduct for the Members
of Japan Center for Engagement and Remedy on Business and Human Rights (JaCER)**

The regular member companies of JaCER are committed to strengthen grievance mechanisms proactively through the Center's Engage & Remedy platform based on the following code of conduct. As such, the regular member companies will comply with international norms such as the UN Guiding Principles on Business and Human Rights, fulfill corporate responsibility to respect human rights, and ensure access to remedy for victims.

1. We accept complaints regarding responsible business conduct, including internationally recognized human rights, through its own operations and supply chains.
2. We designate a department and a person in charge of accepting and processing complaints, and shall respond to complaints in a fair and sincere manner.
3. We shall disclose the grievance desk to external parties, including the Center's reporting desk, and shall make efforts to ensure that all claimants and stakeholders are aware of the grievance desk through its own business operations and supply chains.
4. We will maintain the confidentiality of claimants and stakeholders and shall protect their privacy.
5. We will strive to prevent any adverse treatment, such as retaliation, against claimants and stakeholders.
6. We will aim to resolve complaints and issues through dialogue with claimants and stakeholders. When appropriate, we will take advantage of independent experts such as an advisory and mediation panel and an investigation panel, in addition to the support from JaCER.
7. We will seek to provide remedy to victims and resolve issues in a manner consistent with international norms.
8. We will review grievance mechanisms regularly and shall improve it.
9. We will share the progress of grievance processes and dialogue with claimant within the organization, including the upper management level. We will also strive to learn from each other's experience in handling complaints.
10. We will disclose information on the status of grievance processes and dialogue with stakeholders to the public to the extent appropriate and possible.