

Grievance List

Last Update: 29-Dec-25

This is a list of reports of human rights violations received by JaCER at this time.

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.086_2024	March 12th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Company owned by a company invested by JaCER Member Company	Japan	Labor and Employment	Inappropriate relationship	The complainant filed a complaint alleging that a manager of a group company of a regular member company has an inappropriate relationship with an employee in the workplace, which is ethically problematic and has a negative impact on the work environment.	JaCER notified the regular member company concerned of the case details, and issued an initial review report. The member company concerned has determined that it is difficult to deal with this case because the company involved in this case is outside its group companies. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	26-Mar-25	1-Apr-25
No.085_2024	March 12th, 2025	JaCER website	Person affected by human rights violations	Regular Member Company	Business partner of regular member company	Japan	Labor and Employment	Unreasonable disciplinary action	The claimant, who is an employee of a business partner of a regular member company, suffered mental health problems as a result of an investigation by the said company that amounted to a violation of human rights. The claimant was subjected to an unfair disciplinary action and filed a petition seeking revocation of the action and compensation for damages.	JaCER has issued an initial review report to the member company in question. The member company subsequently reported that there were no defects in the business partner's response, but indicated that it would not report on the specific facts that were confirmed. Furthermore, upon checking with the reporter, he/she recognizes that no investigation or discussions regarding relief had taken place since the report was made. Therefore, JaCER has not closed the case and is reserving its response.	Monitoring after initial review report	Closed (response completed)	15-Apr-25	-
No.084_2024	March 7th, 2025	JaCER website	Other (anonymity)	Regular Member Company	Regular Member Company	Thailand	Harassment	Customer Harassment by Employees	A claimant filed a complaint alleging that a group of individuals who appeared to be employees of a regular member company had engaged in customer harassment at a restaurant.	JaCER notified the regular member company concerned of the case details, and issued an initial review report. The member company has terminated its handling of the case because it is unclear whether the persons who committed the harassment is a related party and it is difficult to identify the job-relatedness of the harassment. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	21-Mar-25	26-Mar-25
No.083_2024	March 6th, 2025	JaCER Website	Other (anonymity)	Non Member Company	Non Member Company	Japan	Responsible Marketing	False advertising	The claimant filed a complaint alleging that an advertisement regarding a product of a non-member company constituted false advertising, but when his comment was removed by the company, he filed a complaint alleging that it was an unfair response.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.082_2024	February 28th, 2025	JaCER website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	Japan	Harrassmt	Stalking of women	The claimant has been stalked by related persons who work for a domestic group company of a regular member company and filed a complaint requesting that the said behavior stop.	JaCER sent the initial analysis report to the relevant member company, which then conducted fact-checking and interviews with the relevant parties.	Closed (response completed)	Closed (response completed)	7-Mar-25	14-Apr-25
No.081_2024	February 25th, 2025	JaCER website	Person affected by human rights violations	Non Member Company	Domestic facility of non-member company	Japan	Discrimination	Discrimination based on nationality	The claimant attempted to use a domestic accommodation facility operated by a non member company, but was treated unfairly because the claimant was a foreigner and forced to stay for a short period of time, which it alleged amounted to racial discrimination.	JaCER notified the claimant that the case was that of a non-regular member company.			-	-
No.080_2024	February 25th, 2025	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant worked as a loaned employee at a group company of a member company and filed a complaint alleging that he was disciplined and forced to resign due to factual inaccuracies and unjustified allegations of power harassment.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	10-Mar-25	-

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No.079_2024	February 21st, 2025	JaCER website	Person affected by human rights violations (anonymity)	Non Member Company	Domestic outlet of non-member company	Japan	Discrimination	Discrimination based on nationality	The claimants attempted to use a domestic tavern owned by a non member company, but were denied entry because they were foreigners, and filed a complaint alleging that this amounted to racial discrimination.	JaCER notified the claimant that the case was that of a non-regular member company.			-	-
No.078_2024	February 19th, 2025	JaCER website	Proxy (anonymity)	Regular Member Company	Regular Member Company	Hong Kong	Harassment	Harassment Against a Woman	The claimant, acting as an agent, filed a petition alleging that an employee of a regular member company was harassing a woman and requesting that the employee be sent home.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	26-Feb-25	-
No.077_2024	February 17th, 2025	JaCER Website	Person affected by human rights violations (anonymity)	Regular Member Company	Regular Member Company	Japan	Other	General complaint	The claimant filed a complaint alleging that a former employee of a regular member company, who used to work at the company's domestic business site, wrongfully violated the human rights of nearby residents and, if the business site was involved, was complicit in this violation, and that the company correct and instruct the former employee.	JaCER notified the regular member company concerned of the case details. The company confirmed that there was no involvement in human rights violations by the business office in question. On the other hand, it was confirmed that appropriate follow-ups are being conducted, taking into account the requests and complaints from each neighborhood association and nearby residents, and the company has provided appropriate guidance to the workers concerned regarding the method of commuting to the site, which was the cause of the trouble. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	25-Feb-25	18-Mar-25
No.076_2024	February 15th, 2025	JaCER website	Proxy (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant, on behalf of an employee working for a domestic group company of a regular member company, filed a complaint alleging that the employee was being forced to perform excessive work and being subjected to acts amounting to bullying by her superiors, and that her mental health was being harmed, demanding correction of the working environment and disciplinary action against those involved.	JaCER notified the regular member company concerned of the case details. As no objections were raised by the reporter regarding the measures taken by the regular member company in question, this case is closed.	Closed (response completed)	Closed (response completed)	21-Feb-25	9-Jun-25
No.075_2024	February 14th, 2025	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	Taiwan (R.O.C.)	Harassment	Harassment against employee	The claimant, an employee of an overseas group company of a regular member company, was forced to resign as a result of continuous sexual harassment by her supervisor and co-worker, and filed a petition seeking an apology and other corrective measures.	JaCER notified the regular member company concerned of the case details. As a result of an investigation conducted by the member company, certain acts of harassment were confirmed, and an agreement was reached through mediation with the claimant. Measures to prevent recurrence, such as enhanced harassment training, have been implemented, and this case is now closed.	Closed (response completed)	Closed (response completed)	6-Mar-25	19-Aug-25
No.074_2024	February 13th, 2025	JaCER website	Other	Regular Member Company	Regular Member Company	Japan	Harassment/Labor and Employment	Abuse of authority to worker, Termination of employment	The claimant, who had been working for an agency under a subcontract agreement with a domestic branch office of a regular member company, was continuously harassed by the management of the said agency and was wrongfully dismissed, and filed a claim for withdrawal of the dismissal, etc.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	20-Feb-25	-
No.073_2024	February 7th, 2025	JaCER Website	Other (anonymity)	Regular Member Company	Regular Member Company	Japan	Harassment	Abuse of authority to worker	The claimant alleged that a manager working at a domestic store of a member company was using his position to harass a female employee, and filed a petition seeking protection for the female employee and disciplinary action against the person in question.	JaCER notified the regular member company concerned of the case details.			-	-
No.072_2024	January 30th, 2025	JaCER Website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Fair Competition	Unreasonable pressure on business partners	The claimant, an agent handling products of regular member companies, claims to have been subjected to undue pressure from the member company abusing a superior position.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	10-Feb-25	-

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No.071_2024	January 25th, 2025	JaCER Website	Other	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant, who works as a subcontractor at a domestic sales office of a group company of a regular member company, has been harassed by an employee in the workplace and filed a complaint seeking disciplinary action against the employee in question and improvement of the work environment.	JaCER notified the regular member company concerned of the case details. As a result of the factual investigation conducted by the member company in question, the fact of harassment was not confirmed, but areas for improvement were found. The company has confirmed that it will continue to correct and educate staff, and has obtained a certain level of understanding from the claimant, so the case is closed.	Closed (response completed)	Closed (response completed)	10-Feb-25	24-Jun-25
No.070_2024	January 22nd, 2025	JaCER Website	Proxy (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant, who worked at a domestic sales office of a group company of a member company, was harassed and forced to resign by its supervisor at the workplace. The claimant, through a proxy, filed a petition requesting the company to correct the situation and investigate the matter.	JaCER notified the regular member company concerned of the case details. At the company concerned, the factual findings did not confirm any facts amounting to harassment or inappropriate resignation procedures, but because of safety management issues in the workplace, preventive measures and compliance training were implemented to prevent recurrence. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	6-Feb-25	7-May-25
No.069_2024	January 21st, 2025	JaCER Website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Other	General complaint	The claimant purchased a used car from a car dealership in Japan (a non-member company), but the car was not the one she/he had requested. When she/he requested a refund, the company did not refund her money, so the claimant filed a complaint seeking correction and relief.	JaCER notified the claimant that the case was that of a non-regular member company.				
No.068_2025	January 19th, 2025	JaCER Website	Proxy (anonymity)	Regular Member Company	Business partner of regular member company	Japan	Discrimination	Discrimination based on nationality	A colleague of the claimant was asked to leave a domestic factory of a JaCER full member company when making a delivery because the deliverer was not a Japanese national, which is an act of human rights violation. The claimant filed a complaint demanding correction of the situation.	JaCER notified the regular member company concerned of the case details. The regular member company in question has confirmed the status of awareness of the entry procedures at its domestic factories, and has decided to take corrective measures, such as widely educating the relevant departments and business partners of the company on the procedures for foreign employees to enter the factory and how to handle them. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	3-Feb-25	16-Apr-25
No.067_2024	January 1st, 2025	JaCER Website	Unknown	JaCER member company	Group company of JaCER regular member	Taiwan (R.O.C.)	Harassment	Inappropriate language or behavior	The claimant filed a complaint alleging that a person in a management position in an overseas group company of a member company had said or done something inappropriate in terms of human rights.	JaCER notified the regular member company concerned of the case details. As a result of confirming with the member company, it was determined that the actions were taken by an individual and the company cannot be held responsible. However, corrective measures such as harassment prevention training have been implemented, so this case will be closed.	Closed (response completed)	Closed (response completed)	31-Jan-25	2-Jun-25
No.066_2024	December 31th, 2024	JaCER Website	Person affected by human rights violations (anonymity)	JaCER member company	JaCER member company	Japan	Responsible Business	Business Integrity	The claimant made an anonymous allegation that an employee within the member company in question has engaged in noncompliant conduct.	JaCER notified the regular member company concerned of the case details. As a result of the investigation conducted by the member company in question, the facts of the allegations were not confirmed. Since the claimant cannot be contacted, this case is closed with the confirmation.	Closed (response completed)	Closed (response completed)	20-Jan-25	28-Feb-25
No.065_2024	December 26th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Fair Competition	Unreasonable pressure on business partners	The claimant, an agent handling products of regular member companies, claims to have been subjected to undue pressure from the member companies abusing a superior position, and demanding an apology, etc.	JaCER notified the regular member company concerned of the case details. The company conducted an internal investigation into the allegations raised, but the issues pointed out were not confirmed. Subsequently, it has been difficult to maintain dialogue with the claimant as contact could not be established for a certain period. Therefore, this case is to be closed.	Closed (response completed)	Closed (response completed)	7-Feb-25	1-Oct-25
No.064_2024	December 23th, 2024	JaCER Website	Other (anonymity)	Under Inquiry	Under Inquiry	Under Inquiry	Under Inquiry	Under Inquiry	Under Inquiry	Under Inquiry	Receipt of the case	-	-	-

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No.063_2024	December 19th, 2024	JaCER Website	Other (anonymity)	JaCER member company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant filed a complaint alleging that the management of a subsidiary of a member company was harassing its subordinates and seeking to improve the working environment.	JaCER notified the regular member company concerned of the case details. As a result of the fact-finding conducted against the concerned parties of the subsidiary, the member company in question found certain acts of harassment, and thus the officer in question resigned on his responsibility. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	6-Feb-25	26-Mar-25
No.062_2024	December 12th, 2024	JaCER Website	Other (anonymity)	JaCER member company	JaCER member company's business partner	Japan	Responsible investment and lending	Human rights Violations against persons with disabilities, Child labor	The claimant filed a complaint, arguing that advertisements on social networking services featuring a child with disabilities constitute child labor. The claimant requested that the regular member company leverage its influence to urge its investees and borrowers to cease such marketing practices.	JaCER notified the regular member company concerned of the case details. The member company examined the facts and, based on the UN Guiding Principles, considered the response to the content of the grievance. (The company decided not to take the action requested by the claimant.) The company communicated its policy to the claimant and obtained his/her understanding. With the above confirmed, this case is closed.	Closed (response completed)	Closed (response completed)	23-Dec-24	6-Mar-25
No.061_2024	December 10th, 2024	JaCER website	Representative of the rights holders (anonymity)	Regular Member Company	Regular Member Company	Japan	Harassment	Abuse of authority to worker	The claimant filed a petition seeking corrective measures with respect to harassment of female employees at the a domestic office of a member company.	JaCER notified the regular member company concerned of the case details and terminated the response. The company concerned, while taking into consideration the anonymity of the claimant, has taken corrective action, such as sharing information with the relevant departments and issuing necessary reminders, and the case is therefore closed.	Closed (response completed)	Closed (response completed)	16-Dec-24	27-Feb-25
No.060_2024	December 6th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Regular Member Company	Japan	Others	General complaint	The claimant used the headquarters building of a member company and felt uncomfortable with the receptionist's response, so the person filed a complaint demanding that the situation be corrected.	JaCER notified the regular member company concerned of the case details and terminated the response.	Closed (response completed)	Closed (response completed)	-	9-Dec-24
No.059_2024	December 5th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	Japan	Discrimination	Discrimination based on gender	The claimant, an employee of a group company of a regular member company, filed a petition seeking an apology and correction regarding the company's handling of her gender reassignment.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	17-Jan-25	-
No.058_2024	November 26th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant worked for a group company of a regular member company, but his health deteriorated due to his work at the company and he resigned, and requested remedy.	JaCER notified the regular member company concerned of the case details. The company attempted to confirm the facts, but the claimant did not wish to have an investigation conducted. Both parties agreed to close the case with corrective measures, including guidance to the group company concerned (thorough enforcement of the code of conduct and alerting managers to the harassment).	Closed (response completed)	Closed (response completed)	17-Jan-25	18-Mar-25
No.057_2024	November 25th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Others	General complaint	The claimant used the headquarters building of a member company and was uncomfortable with the way security guards treated the person, so he/she filed a complaint demanding that the situation be corrected.	JaCER notified the regular member company concerned of the case details and terminated the response.	Closed (response completed)	Closed (response completed)	-	28-Nov-24
No.056_2024	November 17th, 2024	JaCER website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Labor and Employment	Wages	The claimant filed a complaint regarding nonpayment of wages and harassment by the company in question.	JaCER is in the process of confirming the concerned company's relationship with the member companies.				

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No.055_2024	November 19th, 2024	JaCER website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Responsible Marketing	Human rights violations against persons with disabilities	The claimant filed a complaint requesting that a group company of a JaCER member company collaborate with a social networking service that deals with children with disabilities, claiming that this would promote violation of the rights of the children in question.	JaCER notified the regular member company concerned of the case details. A business partner of the member company has suspended advertisement placement. The business partners has started operating ad checks that include human rights perspectives when placing ads, conducting promotions, etc., and are also planning to conduct human rights training within the year.	Closed (response completed)	Closed (response completed)	2-Dec-24	22-Apr-25
No.054_2024	November 17th, 2024	JaCER website	Person affected by human rights violations	Non Member Company	Company invested by Non Member Company	Japan	Labor and Employment	Termination of employment	The claimant, who was employed by a company in which a non-member company has an investment, filed a claim for relief after being subjected to power harassment and forced into early retirement.	Since the case concerned a non-member company, JaCER notified the company of the content of the grievance after obtaining the consent of the claimant.				
No.053_2024	November 17th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	customer abuse of workers	The claimant filed a complaint as a consumer using the services of a group company of JaCER member company and, the company responded that it was abuse of workers by the customer, so the claimant filed an objection.	JaCER notified the regular member company concerned of the case details. The company immediately confirmed the facts, communicated with the claimant, and reached an agreement on remedies through the group company. Based on the analysis of the cause, the group company's internal measures to prevent recurrence were developed and implemented. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	3-Dec-24	19-Mar-25
No.052_2024	November 11th, 2024	JaCER website	Others	Regular Member Company	Business partner of regular member company	Middle East/Japan	Responsible Business	Conflict	The claimant filed a complaint alleging that the regular member company in question stop importing drones from a Israeli company.	JaCER notified the regular member company concerned of the case details. As a result of fact-finding by the said regular member company, it is determined that the company has no responsibility to exercise influence on the Israeli company in question from the perspective of the UN Guiding Principles on Business and Human Rights. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	29-Nov-24	5-Mar-25
No.051_2024	November 8th, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Singapore	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	2-Dec-24	-
No.050_2024	November 8th, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Singapore	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details, and issued an initial review report. The member company has confirmed that it has no business relationship as a buyer at this time with the company where the forced labor was indicated, and therefore, this case is closed.	Closed (response completed)	Closed (response completed)	2-Dec-24	3-Apr-25
No.049_2024	November 5th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Other	-	The claimant filed a complaint alleging that an employee of a regular member company had abused a superior position and made unreasonable demands.	JaCER notified the regular member company concerned of the case details. The claimant decided to negotiate separately with the company concerned regarding the grievance, and JaCER terminated its response.	Closed (response completed)	Closed (response completed)	-	11-Nov-24
No.048_2024	November 4th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant alleged that an employee of a subsidiary of a JaCER member company was harassing a temporary worker and others.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	5-Dec-24	-
No.047_2024	November 1st, 2024	JaCER website	Other	Regular Member Company	Regular Member Company	Japan	Other	-	The agency represented by the claimant has a dispute with a regular member company and filed a complaint regarding the regular member company's response.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	19-Nov-24	7-Mar-25

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No.046_2024	November 1st, 2024	JaCER website	Other	Regular Member Company	Regular Member Company	Japan	Under Inquiry	Under Inquiry	Under Inquiry	JaCER notified the regular member company concerned of the case.	Informed the company concerned	Waiting for additional information from the claimant	-	-
No.045_2024	November 1st, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Harassment	Harassment against business partners	The claimant, who works for an agent company of a JaCER member company, filed a complaint alleging that the person was subjected to power harassment by a domestic branch of the member company and its agent.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	22-Nov-24	-
No.044_2024	October 25th, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details. The regular member company in question confirmed the facts and found that there was no business relationship at the factory of the supplier company that was pointed out. As a precaution, a third-party audit was conducted to check another factory with which the company has a business relationship. As a result, it was confirmed that there were no foreign migrant workers enrolled and that there was no fact that constituted forced labor. With the above, this case is closed.	Closed (response completed)	Closed (response completed)	14-Nov-24	27-Jun-25
No.043_2024	October 24th, 2024	Member Company Channel	Representative of the rights holders	Regular Member Company	Business partner of regular member company	China	Labor and Employment	Forced Labor	An member company notified JaCER of a case in which it received a complaint alleging that its business partner in China was involved in forced labor.	The regular member company concerned notified JaCER of the case details.	Initial review report issued	Dialogue with the claimant underway	8-Nov-24	-
No.042_2024	October 17th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Labor and Employment	Other	The claimant, who works for a domestic sales office of a group company of a JaCER member company, filed a complaint requesting corrective actions with respect to his treatment of a manager.	JaCER notified the regular member company concerned of the case details. After reviewing the details of the case, JaCER determined that this case was a work-related grievance at the workplace, and therefore closed it as an unrelated case.	Closed (response completed)	Closed (response completed)	-	28-Oct-24
No.041_2024	October 11th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Business partner of regular member company	Japan	Responsible Marketing	Human rights violations against persons with disabilities	The claimant filed a complaint, arguing that advertisements on social networking services featuring a child with disabilities constitute child labor. The claimant requested that the regular member company leverage its influence to urge its investees and borrowers to cease such marketing practices.	JaCER notified the regular member company concerned of the case details. After conducting a fact-finding investigation into the content of the report, the member company decided not to implement the response requested by the claimant based on the guiding principles and the status of the company's involvement in the matter. With the above, this case is closed.	Closed (response completed)	Closed (response completed)	28-Oct-24	7-Apr-25
No.040_2024	October 11th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Business partner of regular member company	Japan	Responsible Marketing	Human rights violations against persons with disabilities	The claimant filed a complaint, arguing that advertisements on social networking services featuring a child with disabilities constitute child labor. The claimant requested that the regular member company leverage its influence to urge its investees and borrowers to cease such marketing practices.	JaCER notified the regular member company concerned of the case details. The member company, in cooperation with outside experts, conducted an investigation to determine whether or not there were any human rights violations that were the subject of the report. Based on the judgment that the likelihood of such violations was low, it was decided not to approach the company to make investments and loans. The company decided to pay attention to human rights violations through advertisements in the future. The advertisement for the collaboration video was removed because the period covered by the advertisement has ended.	Closed (response completed)	Closed (response completed)	28-Oct-24	17-Mar-25
No.039_2024	October 9th, 2024	JaCER Website	Person affected by human rights violations	JaCER member company	Group company of JaCER regular member	China	Labor and Employment	Wages	The claimant filed a complaint that he/she had not received a legitimate wage increase.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	25-Oct-24	-

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No.038_2024	October 9th, 2024	JaCER Website	Person affected by human rights violations (anonymity)	JaCER member company	JaCER member company	Japan	Harassment	Abuse of authority to worker	The complainant claimed that he had been the victim of abuse of power.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	24-Oct-24	-
No.037_2024	September 30th, 2024	JaCER Website	Person affected by human rights violations	JaCER member company	Group company of JaCER regular member	Japan	Harassment	Harassment of Dispatched Worker	The claimant works for a group company of a JaCER regular member company, alleging that power harassment is taking place in the workplace, and has made a complaint requesting corrective actions or transfer of the individual in question.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	15-Oct-24	-
No.036_2024	September 26th, 2024	JaCER Website	Representative of the rights holders	JaCER member company	JaCER member company's business partner	USA	Responsible Investment	Respect for indigenous peoples' rights	The claimant, acting on behalf of Native American tribes, filed a complaint against the member company, demanding that they take responsibility as financial institutions for financing an LNG development project that risks infringing on the rights of Native American tribes.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	29-Nov-24	-
No.035_2024	September 26th, 2024	JaCER Website	Representative of the rights holders	JaCER member company	JaCER member company's business partner	USA	Responsible Investment	Respect for indigenous peoples' rights	The claimant, acting on behalf of Native American tribes, filed a complaint against the member company, demanding that they take responsibility as financial institutions for financing an LNG development project that risks infringing on the rights of Native American tribes.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Dialogue with the claimant underway	29-Nov-24	-
No.034_2024	September 19th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Business partner of regular member company	China	Labor and Employment	Termination of employment	The claimant was a dispatched worker who had been sent to a JaCER regular member company, but was dismissed by the dispatching company without just cause, so the claimant applied for remedy.	JaCER notified the regular member company concerned of the case details. As a result of the member company's investigation of the dispatching company, etc., it was confirmed that the dismissal procedure proceeded lawfully, and the claimant agreed to terminate the correspondence, so this case is closed.	Closed (response completed)	Closed (response completed)	11-Oct-24	18-Dec-24
No.033_2024	September 10th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Labor and Employment	Other complaints	The claimant filed a complaint and requested disciplinary action regarding the attitude of workers in a domestic sales agent of a JaCER regular member company.	JaCER notified the regular member company concerned of the case details. Upon confirmation, this case was closed as a non-subject case because the employees in question were believed to be a non-regular member company.	Closed (response completed)	Closed (response completed)	-	28-Oct-24
No.032_2024	September 2nd, 2024	JaCER website	Other, Representative of the rights holders (anonymity)	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details. As a result of the confirmation, no involvement in human rights violations pointed out by the claimant was confirmed with respect to the company in question.	Closed (response completed)	Closed (response completed)	20-Sep-24	8-Oct-24
No.031_2024	September 2nd, 2024	JaCER website	Other, Representative of the rights holders (anonymity)	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Closed (response completed)	20-Sep-24	-
No.030_2024	August 31st, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Harassment	Harassment against business partners	The claimant alleged that an employee of a domestic office of a JaCER member company harassed a logistics company with whom he did business by using intimidating language and behavior and demanding excessive apologies.	JaCER notified the regular member company concerned of the case details. The member company decided to close the case, as it was difficult to respond to the specific details of the report due to the lack of clarity in the report. In addition, the member company and its group companies have confirmed that they would continue to take preventive measures, including training on the prevention of customer harassment.	Closed (response completed)	Closed (response completed)	13-Sep-24	15-Oct-24

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.029_2024	August 29th, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Other	General complaint	The claimant filed a complaint about traffic manners by a foreign employee working at a domestic factory of a JaCER regular member company and about the training of those employees.	JaCER notified the regular member company concerned of the case details. The regular member company in question is taking corrective measures, such as continuing to provide training to prevent recurrence, including to foreign employees of the contractor company, at the domestic factory where the incident was pointed out. Therefore, this case is closed.	Closed (response completed)	Closed (response completed)	20-Sep-24	19-Nov-24
No.028_2024	August 28th, 2024	JaCER website	Other, Representative of the rights holders (anonymity)	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Corrective and preventive measures underway	8-Oct-24	-
No.027_2024	August 22nd, 2024	JaCER website	Person affected by human rights violations	Non Member Company	Non Member Company	Japan	Labor and Employment	Reemployment of worker	A case concerning reemployment in non-JaCER Member Company	Since the case concerned a non-regular member company, JaCER notified the company of the content of the grievance after obtaining the consent of the informant and completed its response.	-	-	-	-
No.023-026_2024	August 20th, 2024	JaCER website	Other, Representative of the rights holders (anonymity)	Regular Member Company	Regular Member Company	Middle East/Japan	Responsible Business	Conflict	The claimants alleged that the JaCER full member group company is using raw materials from a country associated with an armed conflict in its products and demanded that the company stop using the materials from the country.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Corrective and preventive measures underway	20-Sep-24	-
No.022_2024	August 19th, 2024	JaCER website	Other	Regular Member Company	Regular Member Company	Japan	Harassment	Abuse of authority to worker	The claimant filed a complaint alleging that power harassment was taking place at the headquarters of a JaCER member company and demanded that the harassment be corrected.	JaCER notified the regular member company concerned of the case details. After confirming with the claimant, the member company confirmed that he or she wished to close the case, and therefore, the response was closed.	Closed (response completed)	Closed (response completed)	9-Sep-24	11-Sep-24
No.021_2024	August 17th, 2024	JaCER website	Other(anonymity)	Regular Member Company	Regular Member Company	Japan	Harassment	Abuse of authority to worker	The claimant filed a complaint alleging that power harassment was taking place in a training center at a JaCER regular member company and demanded that the harassment be corrected.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	2-Sep-24	-
No.020_2024	August 12th, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details. The company conducted an investigation to determine whether the company was a supplier, but it has been found that it is not, and JaCER closed this case by issuing an initial review report.	Closed (response completed)	Closed (response completed)	24-Sep-24	24-Sep-24
No.019_2024	August 12th, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Corrective and preventive measures underway	24-Sep-24	-
No.018_2024	August 12th, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Corrective and preventive measures underway	24-Sep-24	-
No.017_2024	August 11th, 2024	JaCER website	Person affected by human rights violations	Non Member Company	-	Japan	Responsible Business	Business Integrity	The claimant filed a complaint alleging that a non-member company concerned was unfairly profiting.	Since JaCER could not confirm the relationship between the non-member company in question and the regular member company, it terminated the response.	-	-	-	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.016_2024	August 4th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Other	Personal Affairs	The claimant filed a complaint regarding a personal problem with a person who appeared to be an employee of a group company of a member company.	JaCER notified the regular member company concerned of the case details. Since JaCER is unable to contact the claimant, it is determined that it is difficult to take further action, and the initial review report was sent to the concerned member company to terminate the response.	Closed (response completed)	Closed (response completed)	27-Aug-24	27-Aug-24
No.015_2024	July 17th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Regular Member Company	Japan	Discrimination	Gender Discrimination	The claimant filed a complaint alleging that the company in question discriminated against men in hiring for clerical positions.	JaCER notified the regular member company concerned of the case details. The regular member company has elected to conduct a review of the content of its human rights training programs for hiring managers and other relevant personnel.	Closed (response completed)	Closed (response completed)	9-Aug-24	8-Oct-24
No.014_2024	July 9th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	China	Discrimination/Harassment	Discrimination based on region/Harassment	The claimant, an employee of a group company of a JaCER member company, heard that a person in a supervisory position made discriminatory statements about certain province in China, which had a negative impact on colleagues from that province, and filed a complaint requesting a public apology.	The member company conducted training on preventing harassment, including discriminatory statement, which satisfied the claimant. JaCER confirmed that the member company would continue to implement corrective and preventive measures through ongoing training and other initiatives, even after closing the case.	Closed (response completed)	Closed (settlement with the claimant)	19-Jul-24	28-Nov-24
No.013_2024	July 1st, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member companies concerned of the case details. The regular member company in question conducted an investigation to determine whether the company was a supplier, but it has now been determined that it is not, and JaCER closed this case by issuing an initial assessment report.	Closed (response completed)	Closed (response completed)	31-Jul-24	31-Jul-24
No.012_2024	July 1st, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member companies concerned of the case details. The regular member company in question conducted an investigation to determine whether the company was a supplier, but it has now been determined that it is not, and JaCER closed this case by issuing an initial assessment report.	Closed (response completed)	Closed (response completed)	31-Jul-24	31-Jul-24
No.011_2024	July 1st, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member companies concerned of the case details. The regular member company in question conducted an investigation to determine whether the company was a supplier, but it has now been determined that it is not, and JaCER closed this case by issuing an initial assessment report.	Closed (response completed)	Closed (response completed)	31-Jul-24	31-Jul-24
No.010_2024	July 1st, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant filed a complaint seeking remedies from human rights violations amounting to forced labor against migrant workers at a supplier company of JaCER member companies.	JaCER notified the regular member companies concerned of the case details. The regular member company in question conducted an investigation to determine whether the company was a supplier, but it has now been determined that it is not, and JaCER closed this case by issuing an initial assessment report.	Closed (response completed)	Closed (response completed)	31-Jul-24	31-Jul-24
No.009_2024	June 22nd, 2024	JaCER website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	Japan	Labor and Employment	Termination of employment	The claimant was working as a temporary worker at a domestic manufacturing site of a regular member company, but his contract was terminated before the stipulated period, and he filed a complaint against this termination.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report.	Initial review report issued	Dialogue with the claimant underway	17-Jul-24	-
No.008_2024	June 21st, 2024	JaCER website	Representative of the rights holders	Regular Member Company	Group company of JaCER regular member	Malaysia	Labor and Employment	Labor Union	The claimant filed a complaint alleging unpaid overtime wages to workers and harassment of the union.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Dialogue with the claimant underway	1-Aug-24	-
No.007_2024	June 15th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Regular Member Company	Japan	Discrimination	Discrimination based on Position	Discriminatory language or behavior toward temporary employees.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report.	Initial review report issued	Corrective and Preventive measures underway	26-Jun-24	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.006_2024	June 12th, 2024	JaCER Website	Representative of the rights holders	Non-Member Company	Non-Member Company	Malaysia	Labor and Employment	Forced Labor	The claimant made an allegation of human rights violations amounting to forced labour for migrant workers at a group company in Malaysia of a non-member company.	JaCER notified the regular member company concerned of the case details.	-	-	-	-
No.005_2024	June 10th, 2024	JaCER Website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	Japan	Discrimination	Discrimination based on nationality	The claimant, a consumer of a group company of a JaCER member company, was refused to use the service because of his/her term of stay, and filed a complaint requesting use of the service and improvement of the response.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report. The company have taken corrective actions in contracts with foreigners with residency status in Japan, and the claimant has been able to use the services. For these reasons, JaCER has closed this case.	Closed (response completed)	Closed (response completed)	9-Jul-24	2-Sep-24
No.004_2024	May 21st, 2024	JaCER Website	Other	Regular Member Company	Business partner of regular member company	Japan	Harassment	Abuse of authority to worker	The claimant, a regular member company of JaCER, filed a complaint regarding Abuse of authority to workers at a business partner company.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report.	Initial review report issued	Corrective and preventive measures underway	30-May-24	-
No.003_2024	May 13th, 2024	JaCER Website	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Labor and Employment	Mental Health	The claimant, an employee of a regular member company of JaCER, filed a claim seeking improvement in the company's handling of his work-related accident (mental illness) and relief from the lack of consideration by the company.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report. The company and the claimant engaged in a series of dialogues, and the company took the necessary actions against the claimant. As a result, both parties agreed to close the case.	Closed (response completed)	Closed (response completed)	28-May-24	17-Mar-25
No.002_2024	April 19th, 2024	JaCER Website	Representative of the rights holders	Regular Member Company, Non-Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant made an allegation of human rights violations amounting to forced labour for migrant workers at a Malaysian supplier company, which has business relationships with several companies, including a JaCER member company.	JaCER notified the non-member company concerned of the case details.	-	-	-	-
No.001_2024	April 19th, 2024	JaCER Website	Representative of the rights holders	Regular Member Company, Non-Member Company	Business partner of regular member company	Malaysia	Labor and Employment	Forced Labor	The claimant made an allegation of human rights violations amounting to forced labour for migrant workers at a Malaysian supplier company, which has business relationships with several companies, including a JaCER member company.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report. The regular member company in question is currently in the process of confirming with the supplier in question the matters pointed out.	Initial review report issued	Corrective and preventive measures underway	13-May-24	-
No.079_2023	March 18th, 2024	JaCER Website	Person affected by human rights violations	Regular Member Company	Group company of JaCER regular member	France	Labor and Employment	Discrimination based on ethnicity	The claimant, who works as a temporary employee for a group company in France of a regular member company, alleged that he was discriminated against on the basis of his ethnicity and origin.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report. The investigation did not confirm any discrimination based on age or ethnic origin, and the reporting party left the company and has not been contacted.	Monitoring after initial review report	Closed (response completed)	22-May-24	-
No.078_2023	March 11th, 2024	JaCER Website	Other	Regular Member Company	Group company of JaCER regular member	Japan	Business Integrity /Harassment	Disciplinary Action Against Workers /Customer abuse of workers	The claimant, the employer of the "victim" in this case, filed a complaint against the regular member's group company, complaining of an unjustified punishment for the "victim's" involvement in the fraudulent act.	JaCER notified the regular member company concerned of the details of the case, and issued an initial review report. The company and the claimant engaged in a dialogue regarding the disposition of the "victim" and since both parties reached an agreement, the case was determined to be closed.	Closed (response completed)	Closed (settlement with the claimant)	14-Mar-24	27-Aug-24
No.077_2023	March 2nd, 2024	JaCER Website	Person affected by human rights violations (anonymity)	Non-Member Company	Non-Member Company	Japan/Vietnam	Labor and Employment	Inappropriate labor practices, nonpayment of wages	The claimant (anonymous) made allegations of inappropriate work assignments and unpaid wages at the non-member company in Japan.	In order to avoid retaliation against the claimant, JaCER did not notify the non-regular member company in question, but contacted the claimant by referring him or her to the appropriate help desks.	-	-	-	-
No.076_2023	February 24th, 2024	JaCER Website	Other (anonymity)	Non-Member Company	Non-Member Company	Japan	Other	General complaint	The claimant made a complaint regarding a logistics truck driver related to a JaCER non-member company (tire manufacturer) who had a moral problem.	The details of the case was notified to the non-member company.	-	-	-	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.075_2023	February 22th, 2024	JaCER Website	Person affected by human rights violations	Non-Member Company	Non-Member Company	Japan	Harassment	Abuse of authority to worker	The anonymous claimant made an allegation of harassment by an employee at a JaCER non-member company (insurance company).	The details of the case was notified to the non-member company.	-	-	-	-
No.074_2023	February 22th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The anonymous claimant made an allegation of harassment by an employee at a group company of a JaCER member company.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report. An internal investigation was conducted at the group company in question, and although no clear evidence of harassment was found, the group company took disciplinary action against the manager in question, since it was recognized that there was a misleading response. In addition, the group as a whole intends to thoroughly implement measures to prevent recurrence, such as strengthening training on harassment prevention and considering the introduction of a 360-degree evaluation focusing on whether or not harassment exists. With the above actions, this case is considered closed.	Closed (response completed)	Closed (response completed)	15-Mar-24	11-Jun-24
No.073_2023	February 8th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The anonymous claimant made an allegation of harassment by an employee at a group company of a JaCER member company.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report.	Initial review report issued	Fact-finding investigation underway	22-Feb-24	-
No.072_2023	February 2nd, 2024	Letter to JaCER	Other (anonymity)	Non-Member Organization	Non-Member Organization	Japan	Harassment	Abuse of authority to worker	The anonymous claimant filed a complaint alleging harassment in the work environment at a non-regular member organization and demanded improvements.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant.	-	-	-	-
No.060_2023	January 26th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Business partner of regular member company	Japan	Harassment	Abuse of authority to worker	The claimant filed a complaint alleging that they witnessed abusive language, including slanderous remarks, directed at an employee at a business partner of a regular member company.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report. An investigation was conducted within the business partner in question, and no testimony confirming the fact of harassment was obtained. The JaCER member company will encourage the business partner in question to take measures to prevent recurrence of harassment, and provide support as necessary.	Closed (response completed)	Closed (response completed)	19-Feb-24	3-Jun-24
No.055_2023	January 24th, 2024	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Middle East	Responsible Business	Conflict	The claimants alleged that the JaCER full member group company is using raw materials from a country associated with an armed conflict in its products and demanded that the company stop using the materials from the country.	JaCER notified the regular member company of the details of the case, while giving due consideration to the anonymity of the claimant, and issued an initial review report. The regular member company has confirmed that the raw materials used were not produced in areas associated with the conflict, and therefore, this case is closed.	Closed (response completed)	Closed (response completed)	20-Feb-24	15-Mar-24
No.041-044_2023, 062-063_2023	December 29, 2023 January 3rd, 24th, 31th, Feb 6th, 2024	JaCER Member company website	Other (anonymity)	Regular Member Company	Business partner of regular member company	Middle East/Japan	Responsible Business	Conflict	The claimants filed a complaint with a JaCER regular member company requesting that the company cease handling products from companies associated with the conflict in the Middle East region..	JaCER notified the regular member company concerned in this of the case, while giving due consideration to anonymity. JaCER conferred with domestic and foreign experts and issued the initial review report on this case. The regular member company has conducted a fact-finding investigation of the client company concerned, but has not been able to confirm the risk of human rights violations pointed out at this point in time.	Monitoring after initial review report	Monitoring the the risk of human rights violations	20-Feb-24	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.037_2023	January 5th, 2024	JaCER website	Person affected by human rights violations (anonymity)	Regular Member Company	Group company of JaCER regular member	South Korea	Harassment	Abuse of authority to worker	The claimant, who worked for a group company of a regular member company, alleged that she/he resigned due to abuse of authority by the supervisors at the company.	JaCER notified the regular member company concerned of the case, while giving due consideration to anonymity. Subsequently, the regular member company concerned indicated that it would terminate its response to the case, which was pending in Korea, since the administration made a final judgment that no harassment had been found. JaCER is now considering how to respond.	Monitoring after initial review report	Closed (response completed)	-	-
No.023-071_2023	December 16th, 19th, 21st, 2023, January 8, 9, 11th, 12th, 17th, 23rd, 26th, Feb 1st, 2nd, 2024	JaCER website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Middle East	Responsible Business	Conflict	The claimants alleged that a group company of a regular JaCER member has business relations with a military-related company and was involved in conflict activities.	JaCER notified the regular member company concerned of the case, while giving due consideration to anonymity. JaCER issued an initial review report on this case with reference to domestic and foreign experts as well. In the meantime, the regular member company concerned has undertaken a response and this case is therefore closed.	Closed (response completed)	Closed (response completed)	20-Feb-24	15-Mar-24
No.022_2023	December 16th, 2023	JaCER website	Proxy (anonymity)	Non-Member Company	Non-Member Company	Middle East	Responsible Business	Conflict	The claimant alleged that a JaCER non-member company has business relations with a military-related company and was involved in conflict activities.	JaCER notified the non-member company concerned of the case.	-	-	-	-
No.021_2023	December 7th, 2023	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority to worker	The claimant made an allegation of harassment by an employee at a store operated by a group company of a JaCER member company.	JaCER notified the regular member company concerned of the case, while giving due consideration to anonymity, and issued an initial review report. As a result of the investigation by the regular member company, the facts of the grievance were confirmed. The company took disciplinary action, etc., and both the victims and the claimant were satisfied, so the case was closed.	Closed (response completed)	Closed (response completed)	21-Dec-23	15-Mar-24
No.020_2023	December 5th, 2023	JaCER Website	Other (anonymity)	Non-Member Company	Non-Member Company	Japan	Responsible Business	Business Integrity	The claimant made an anonymous report that the non-member company concerned is providing dishonest information to its customers.	JaCER notified the non-member company concerned of the case.	-	-	-	-
No. 019_2023	November 7th, 2023	JaCER Website	Person affected by human rights violation	Regular Member Company	Regular Member Company	Japan	Discrimination	Discrimination based on nationality	The complainant claimed to have received discriminatory comments from a superior.	JaCER notified the member company of the case and issued an initial review report. As a result of fact-finding by the company concerned, including interviews with the parties concerned, the perpetrator admitted some facts and showed remorse, and the victim accepted his intention to apologize. Since an agreement was reached between the parties, the case was closed.	Closed (response completed)	Closed (response completed)	20-Nov-23	15-Dec-23
No.018_2023	November 7th, 2023	JaCER website	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	USA	Labor and Employment, Harassment	Termination of employment, Abuse of authority	The claimant was employed by a U.S. group company of a regular JaCER member company, but was terminated without just cause, and made allegations of harassment in the workplace.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity. JaCER have issued the initial review report to the member company. The company confirmed the facts of the case. The termination agreement issued in the U.S. was legally sound, and no workplace harassment against the claimant was confirmed. As the company has not been able to contact with the claimant, the case is closed.	Closed (response completed)	Closed (response completed)	28-Nov-23	27-Jan-25

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.017_2023	November 2nd, 2023	JaCER Website, E-mail	Representative of the rights holders	JaCER member company	JaCER member company's business partner	Australia	Responsible Investment	Respect for indigenous peoples' rights	The claimant, on behalf of 7 representatives of indigenous peoples in Australia, filed a grievance insisting that member company is financing offshore gas field development that violates the rights of indigenous peoples and demanding that the member company act responsibly as a financial institution.	JaCER accepted the grievance and notified the regular member company concerned of the grievance contents, and issued an initial review report. The company confirmed the facts and provided a response to the claimant.	Support for response after initial review	Dialogue with the claimant underway	13-Nov-23	-
No.016_2023	November 2nd, 2023	JaCER Website, E-mail	Representative of the rights holders	JaCER member company	JaCER member company's business partner	Australia	Responsible Investment	Respect for indigenous peoples' rights	The claimant, on behalf of 7 representatives of indigenous peoples in Australia, filed a grievance insisting that member company is financing offshore gas field development that violates the rights of indigenous peoples and demanding that the member company act responsibly as a financial institution.	JaCER accepted the grievance and notified the regular member company concerned of the grievance contents, and issued an initial review report. The company confirmed the facts and provided a response to the claimant.	Support for response after initial review	Dialogue with the claimant underway	13-Nov-23	-
No. 015_2023	Nov. 1st, 2023	JaCER Website	Person affected by human rights violation	Regular Member Company	Group company of JaCER regular members	USA/Japan	Harassment	Abuse of authority	The claimant alleges that she/he was subjected to harassment at the JaCER regular member company where she/he worked.	JaCER notified the member company of the case and issued an initial review report. With the agreement of the company concerned and the claimant, an Advisory Mediation Panel was established. The results are shown in the memo below. Memorandum on Termination of Advisory & Mediation Procedures (Case No. 015_2023, November 21, 2024)	Closed (response completed)	Closed (response completed)	21-Nov-23	21-Nov-24
No.014_2023	Sep 25th, 2023	JaCER Website	Other (anonymity)	Non-Member Company	Non-Member Company	Japan	Labor and Employment	Invasion of privacy	The claimant made an allegation of unfair dismissal by a group company of a JaCER member company.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity.	-	-	-	-
No.013_2023	July 29th, 2023	JaCER Website (and trade union, etc.)	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Labor and Employment	Unfair dismissal	The claimant made an allegation of unfair dismissal by a group company of a JaCER member company.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity, and issued an initial review report. The regular member company considered its response and decided not to engage in further dialogue with the claimant, since it had already had sufficient dialogue with the claimant and the court had already ruled that the dismissal was justified.	Closed (response completed)	Closed (response completed)	20-Sep-23	14-Nov-23
No.012_2023	July 26th, 2023	JaCER Website	Proxy (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Harassment	Abuse of authority	The claimant reported, as a proxy, that there was an act of power harassment including violence and abusive language.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity, and issued an initial review report. The regular member company has conducted and completed a fact-finding investigation (interview with stakeholders), and is preparing and taking corrective and preventive measures to prevent harassment.	Closed (response completed)	Closed (response completed)	14-Aug-23	11-Nov-23
No.011_2023	July 19th, 2023	JaCER Website	Other (anonymity)	Regular Member Company	Group company of JaCER regular member	Japan	Harassment	Abuse of Authority	The claimant made an allegation of abuse of authority harassment by employees of a group company of a JaCER member company.	JaCER notified the regular member company concerned of the outline of the case, while giving due consideration to anonymity. The regular member company concerned, including the group company, shall implement corrective and preventive measures for harassment prevention.	Closed (response completed)	Closed (response completed)	20-Sep-23	22-Sep-23

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.010_2023	June 26th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Regular Member Company	Regular Member Company	Japan	Labor and Employment	Unfair recruitment	The claimant alleged that she/he was treated unfairly in the application for employment with the regular JaCER member company concerned.	JaCER notified the member company of the case and issued an initial review report. The regular member company concerned shall implement measures to prevent recurrence in the recruitment and selection process.	Closed (response completed)	Closed (response completed)	14-Aug-23	15-Sep-23
No.009_2023	June 22nd, 2023	JaCER Website (and a trade union)	Person affected by human rights violations	Regular Member Company	Regular Member Company	Japan	Harassment	Abuse of Authority	The claimant alleges that she/he was subjected to harassment at the JaCER regular member company where she/he worked.	JaCER notified the member company of the case and issued an initial review report. The regular member company concerned is in ongoing dialogue with the claimant.	Monitoring after initial review report	Dialogue with the claimant underway	14-Aug-23	-
No.008_2023, 007_2023, 006_2023, 005_2023	June 9th and 11th, 2023	JaCER Website (1 of 4 claimants also contacted a channel of the member company concerned)	Consumers (including 3 anonymous)	Regular Member Company	Indirect Business partner of regular member company	Japan	Responsible Marketing	Human rights violations related to a business partner	This case was reported by 4 claimants (including three anonymous) with similar details. The claimants alleges that the regular member company concerned should take actions, such as immediately suspending contracts with the business partner who is allegedly involved in human rights violations.	JaCER has already shared the details of 4 similar reports with the regular member company concerned, and issued the initial review report. The regular member company concerned is in the process of requesting its business partner, which is alleged to be involved in human rights violations, to take actions, including providing remedies to the victims, through its agent. In the meantime, the company will not enter into any new contracts with the business partner.	Monitoring after initial review report	Corrective and preventive measures underway	16-Jun-23	-
No.004_2023	April 20th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Non-Member Company	-	Japan	Labor and Employment	Reemployment of worker	A case concerning reemployment in non-JaCER member company	As the case is related to a non-JaCER member company, giving due consideration to anonymity, JaCER notified it of the outline of the reported case.	-	-	-	-
No.003_2023	April 20th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Non-Member Organization	-	Japan	Discrimination	Discrimination against people with disabilities	A case concerning discrimination against a person with disabilities in non-JaCER member organization	As the case is related to a non-JaCER member organization, JaCER notified the claimant of the official contact point of the organization concerned.	-	-	-	-
No.002_2023	April 20th, 2023	JaCER Website	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Harassment	Abuse of Authority	The claimant works for a group company of a JaCER regular member company and was subjected to abuse of authority harassment by a supervisor.	JaCER prepared and issued an initial review report to the regular member company, giving due consideration to anonymity, and notified it of the outline and recommendations of the reported case. The regular member company concerned, including the group company, shall implement corrective and preventive measures for harassment prevention.	Closed (response completed)	Closed (response completed)	6-Jun-23	23-Jun-23
No.001_2023	April 20th, 2023	JaCER Website (and the member company's channel)	Person affected by human rights violations (anonymity)	Regular member company	Group company of JaCER regular member	Japan	Labor and Employment	Termination of employment	The claimant was unable to work as a result of an occupational accident (commuting accident), but was ultimately terminated from employment, and claimed that this was an unreasonable response.	JaCER prepared and issued an initial review report to the regular member company in question, giving due consideration to anonymity, and notified it of the outline and recommendations of the reported case. The regular member company concerned is in ongoing dialogue with the claimant.	Monitoring after initial review report	Dialogue with the claimant underway	6-Jun-23	-
No.003_2022	January 31st, 2023	JaCER Website	Person affected by human rights violations	Non-Member Company	-	Japan	Labor and Employment	Reemployment of worker	A case concerning reemployment in non-JaCER Member Company	As the case is related to a non-JaCER member company, giving due consideration to anonymity, JaCER notified it of the outline of the reported case.	-	-	-	-

Case Number	Date received	Reporting Channel	Claimant	Reported Company	Alleged Company	Case Location	Case Category (A)	Case Category (B)	Outline of Case	Progress	Status		Date of initial review report issued	Closing Date
											JaCER	Reported Company		
No.002_2022	December 22nd, 2022	JaCER Website	Company affected by human rights violations	Regular member company	Group company of JaCER regular member	Japan	Labor/Contract Issue	Unfair Treatment (Supply Chain)	A subcontracted carrier, which is entrusted with work by a JaCER member group company in Japan, filed a complaint alleging that it received discriminatory treatment in comparison to other companies.	JaCER has already issued an initial review report. The JaCER member company concerned investigated the facts within the group and held dialogue with the claimant, which resulted in the claimant's understanding that there was no discriminatory treatment or violation of the subcontracting law. As there were no further complaints from the claimant regarding the business relationship, JaCER decided to terminate its responses to the case.	Closed (response completed)	Closed (response completed)	18-Jan-23	22-Sep-23
No.001_2022	November 2nd, 2022	JaCER Website (and the member company's channel)	Person affected by human rights violations	Regular member company	Group company of JaCER regular member	China	Labor and Employment	Dismissal of worker	The claimant reported that he/she was employed by a group company in China of a JaCER regular member, but was dismissed during the probationary period, and filed a petition to appeal the dismissal.	JaCER has already issued an initial review report. A JaCER member company and its group companies contacted and held dialogue with the claimant, but since it was difficult to reach a settlement between the two parties, the case was transferred to the judicial process. As a result of the above, JaCER decided to terminate its responses to the case.	Closed (response completed)	Closed (response completed)	17-Nov-22	18-Apr-23