

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 (Issues) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|---------------------|-------------------|--|----------------------|--|---------------|------------------------|--|--|--|--------------------------------------|------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.122_2025 | December 23rd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Labor issues | Within the company/group | The claimant, an employee of a member company, has submitted a petition demanding prompt action, as the department and other relevant parties have failed to provide appropriate support regarding her/his return to work following a period of leave. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.121_2025 | December 22th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Labor issues | Within the company/group | The claimant, an employee of a member company, submitted a request to the company seeking appropriate explanation and action, as an unreasonable and unjust personnel assessment was conducted during her/his period of medical leave without any reasonable justification. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.120_2025 | December 22th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Indonesia | Environmental issues | By suppliers | The claimant alleged that the procurement of biomass fuel by a member company is linked to environmental destruction, loss of biodiversity, and human rights violations resulting from logging in Indonesia's natural forests. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.119_2025 | December 19th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Non-compliance | Within the company/group | The claimant submitted a request for appropriate action, alleging that an issue concerning improper fund management by an employee had arisen at a domestic branch office of a member company, yet had not been reported to the head office. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.118_2025 | December 17th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant lodged a complaint with the member company, requesting appropriate action be taken regarding a manager employed by one of its subsidiaries who had engaged in inappropriate conduct towards female employees. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.117_2025 | December 14th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Labor issues | Member Company's Medical Service Providers | The claimant, who had been employed at a medical institution to which a member company outsourced medical services, filed a claim seeking disciplinary action against the personnel officers and compensation, alleging that she/he had been unfairly forced to resign by that officers. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.116_2025 | December 13th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant, who is working at a domestic facility of a member company, has lodged a complaint alleging that she/he is subjected to threats and harassment by its superior. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|---------------------|-------------------|---|----------------------|--|---------------|-----------------------|------------------------------|--|---|--------------------------------------|------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.115_2025 | December 9th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Discrimination | Within the company/group | The claimant, who had worked for the member company as a permanent employee until retirement and subsequently as a temporary worker, alleges that the non-renewal of her/his employment contract on the grounds of age constitutes age discrimination. She/He further contends that the handling of this matter by the internal whistleblowing channel lacked impartiality. Consequently, the claimant has lodged a complaint seeking an apology and compensation. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.114_2025 | December 6th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Non-compliance | Within the company/group | The claimant alleged that an employee working at a domestic office of a member company had engaged in inappropriate conduct in her/his private life. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.113_2025 | December 1st, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Non-compliance | By other business partners | The claimant lodged a complaint stating that it is problematic for a member company to publish advertisements concerning a company with questionable sales practices. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.112_2025 | November 28th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Labor issues | Within the company/group | The claimant, an employee working for a group company of a member company, was assigned to perform duties outside her area of expertise due to a personnel transfer, which constituted an unreasonable demand. She therefore submitted a claim seeking corrective and remedial measures. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.111_2025 | November 17th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Non-compliance | Within the company/group | The claimant has submitted a request for the implementation of an appropriate internal investigation, alleging that one officer or employee of a group company of the member company has committed a serious act of misconduct, and that the claimant has consequently suffered damage as a result. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 1-Dec-25 | |
| No.110_2025 | November 13th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant, an employee of an external contractor working at a member company's store, lodged a complaint alleging that she/he had received offensive remarks about the appearance from a member company's staff member. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.109_2025 | November 10th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, an employee of a member company's group of companies, filed a claim alleging that she/he was subjected to harassment involving physical contact and inappropriate language and behavior by the supervisor in the workplace, which left her/him mentally shocked. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 25-Nov-25 | |
| No.108_2025 | November 10th, 2025 | JaCER Website | Other | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Non-compliance | In advertising and marketing | The claimant alleged that a television station has not taken responsible action regarding talent scandals and should take responsibility as a sponsor for the member companies as well. | JaCER was unable to identify the full member company subject to the report and therefore excluded the case. | | | | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|--------------------|-------------------|---|----------------------|--|---------------|---------------------------------|----------------------------|---|--|------------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.107_2025 | November 6th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | By other business partners | The claimant, while working at a domestic store of a member company, was performing customer service duties and alleged that she/he was subjected to violent behavior by another co-worker. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 19-Nov-25 | |
| No.106_2025 | November 3rd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | China | Unjustified disciplinary action | Within the company/group | The claimant, an employee working for an overseas affiliate of a member company, has filed a claim demanding the withdrawal of what she/he considers to be unfair disciplinary action and dismissal procedures imposed by the superiors, and seeking appropriate compensation. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 19-Nov-25 | |
| No.105_2025 | November 1st, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | France | Labor issues | Within the company/group | The claimant, an employee of a member company, was seconded to an overseas affiliate. However, as educational expenses for the accompanying child and other benefits were not being appropriately provided, the claimant lodged a petition demanding improvement. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 19-Nov-25 | |
| No.104_2025 | October 21st, 2025 | JaCER Website | Representative of the rights holders | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | By customers | The claimant, an affiliate of a member company's group of companies, filed a complaint requesting an appropriate method of responding to "smell harassment" by a customer who visit the store. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 9-Nov-25 | |
| No.103_2025 | October 20th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant filed a complaint seeking a comfortable work environment and fair personnel practices because of rampant power harassment by certain managers at a domestic branch office of a member company's group of companies, which has also affected its personnel practices. | JaCER notified the regular member company concerned of the case details. Following verification by the member company concerned, it was found that the alleged adverse human rights impacts were not linked to the member company concerned. Based on this fact, this case has been closed. | Closed (response completed) | Closed (response completed) | 4-Nov-25 | 5-Dec-25 |
| No.102_2025 | October 11th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, an employee of a business partner of regular member company, is being harassed by a specific employee within the company, and is being adversely affected mentally. Therefore, the claimant filed a petition requesting the company to issue a warning regarding harassment within the group. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 23-Oct-25 | |
| No.101_2025 | October 10th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Disabilities | By suppliers | The claimant, a family member of an employee who works for a group company of a regular member company, filed a claim for improvement in response to the company's failure to give reasonable consideration to persons with disabilities by the group's subcontractor with respect to its health insurance association. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 13-Nov-25 | |
| No.100_2025 | October 9th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, who has been employed by a group company of the member company, suffered adverse effects on their mental health due to power harassment from multiple superiors, forcing them to take leave of absence. Consequently, she/he submitted a claim to the company demanding appropriate action and redress. | JaCER notified the regular member company concerned of the case details. | Monitoring | Closed (response completed) | 28-Oct-25 | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|----------------------|------------------------|--|----------------------|--|------------------------|-----------------------|------------------------------|--|--|------------------------------|--|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.099_2025 | October 9th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Invasion of privacy | Within the company/group | The claimant alleged that while working as a dispatched worker at a domestic factory of a member company, their personal information and biometric data may have been used in technological development without their consent, and that this may have adversely affected their physical and mental health even after leaving the company. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 24-Oct-25 | |
| No.098_2025 | October 4th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Disabilities | By suppliers | The claimant lodged a complaint requesting that the renovation work carried out by a business partner of a full member company be rectified, on the grounds that it lacked reasonable accommodation as required under the Act on the Elimination of Discrimination against Persons with Disabilities. | JaCER notified the regular member company concerned of the case details. Following verification by the member company concerned, it was found that the alleged adverse human rights impacts were not linked to the member company concerned. Based on this fact, this case has been closed | Closed (response completed) | Closed (response completed) | 21-Oct-25 | 2-Dec-25 |
| No.097_2025 | October 4th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Gender Issues | In advertising and marketing | The claimant, acting from a consumer perspective, submitted a complaint asserting that the sales format employed by vendor staff at baseball stadiums for member companies' merchandise fosters the sexualisation of women. They contended that this practice should be rectified from the standpoint of gender discrimination and related issues. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Dialogue with the claimant underway | 21-Oct-25 | |
| No.096_2025 | October 2nd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Saudi Arabia, Pakistan | Discrimination | Within the company/group | The claimant, who had been employed by an overseas group company of a member company, filed a claim seeking financial compensation, alleging that he had been unfairly forced to resign due to racial issues and other factors, thereby suffering financial loss and psychological distress. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 12-Nov-25 | |
| No.095_2025 | October 1st, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member Company | Singapore | Other issues | Against customers | The claimant lodged a complaint against the non-member company, demanding appropriate action or a refund on the grounds that the goods they had ordered had not been delivered. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.094_2025 | October 1st, 2025 | Member company channel | Other | JaCER Member Company | JaCER Member Company | Japan | Labor issues | Within the company/group | The claimant filed a complaint requesting improvement of the situation due to the habitual long working hours at the bases of regular member companies, which have caused health issues and stress among employees. | JaCER has received the case details from the regular member company concerned. | Initial review report issued | Waiting for additional information from the claimant | 8-Oct-25 | |
| No.093_2025 | September 29th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Children's rights | Against other stakeholders | The claimant filed a complaint with the company seeking fact-finding and disciplinary action against an alleged employee of a regular member company, alleging that his child was subjected to conduct amounting to a human rights violation in an online classroom conducted by the alleged employee as a side business. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | 1-Oct-25 |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|----------------------|-------------------|---|----------------------|--|---------------|-----------------------|----------------------------|---|--|------------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.092_2025 | September 28th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, an employee of a group company of a regular member company, was harassed by several supervisors and forced to resign from his position, and filed a complaint seeking appropriate disciplinary action against the supervisors. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Closed (response completed) | 14-Oct-25 | |
| No.091_2025 | September 28th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Children's rights | By other business partners | The claimant has filed a petition requesting that member companies, as business partners, exert influence over rights holders involved in the sexual abuse scandal concerning the former Johnny & Associates, Inc. This follows the rights holders initiating what amounts to SLAPP-like unjust litigation, thereby causing secondary victimisation. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 14-Oct-25 | |
| No.090_2025 | September 28th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Children's rights | By other business partners | The claimant has filed a petition requesting that member companies with business dealings with the former Johnny & Associates, Inc. exert their influence, alleging that the agency has brought unjustified lawsuits equivalent to SLAPP actions against individuals reporting sexual abuse, thereby causing secondary victimisation. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 14-Oct-25 | |
| No.089_2025 | September 28th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Children's rights | By other business partners | The claimant has filed a petition requesting that member companies, as business partners, exert influence over rights holders involved in the sexual abuse scandal concerning the former Johnny & Associates, Inc. This follows the rights holders initiating what amounts to SLAPP-like unjust litigation, thereby causing secondary victimisation. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 14-Oct-25 | |
| No.088_2025 | September 28th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Children's rights | By other business partners | The claimant filed a petition requesting that the member company exercise its leverage, asserting that one of the company's business counterparties has brought an unjust lawsuit against a rights holder alleging a violation of children's rights. | JaCER notified the member company concerned of the case details. The member company has contacted the claimant and is currently conducting fact-finding. | Initial review report issued | Fact-finding investigation underway | 14-Oct-25 | |
| No.087_2025 | September 27th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Harassment/Violence | Within the company/group | The claimant filed a petition demanding that the company take disciplinary action and prevent a recurrence of such an incident, after an employee of a regular member company assaulted the wife of said employee and also assaulted the claimant. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.086_2025 | September 25th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Investee company of member companies | Japan | Labor issues | By other business partners | The claimant accepted a job as a freelancer with an investee company of a regular member company. However, no formal contract was signed and an unreasonably low amount of remuneration was offered. After negotiating with the company, the claimant received a unilateral notice of termination of the contract and was deprived of the opportunity to work. She/He also filed a claim for compensation, etc., claiming that her/his mental health was harmed as a result of this effect. | JaCER notified the regular member company concerned of the case details. | Monitoring | Dialogue with the claimant underway | 9-Oct-25 | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|----------------------|-------------------|---|----------------------|--|---------------|---------------------------------|----------------------------|---|---|------------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.085_2025 | September 19th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Labor issues | Within the company/group | The claimant lodged a petition requesting that a group company of the JaCER member company rectify the situation, as it was assigning excessive workloads to an employee working reduced hours for childcare purposes, thereby failing to provide an appropriate working arrangement. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 2-Oct-25 | |
| No.084_2025 | September 17th, 2025 | JaCER Website | Representative of the rights holders(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant, as agent, filed a petition requesting that appropriate dialogue and remedies be implemented with the victim in a case in which an officer or employee of an active member company committed physical violence against a person. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 11-Nov-25 | |
| No.083_2025 | September 16th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Harassment | Within the company/group | The claimant, who is employed by a group company of the member company, lodged a complaint seeking redress for the situation where only she/he was arbitrarily denied permission to commute by car. | JaCER closed the case because the claimant indicated a desire to withdraw the case after receiving the grievance. | Closed (response completed) | Closed (response completed) | - | 18-Sep-25 |
| No.082_2025 | September 14th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | China | Forced labor | By suppliers | The claimant filed a complaint against an overseas company with which a member company does business, alleging that its workers are engaged in forced labor, etc., and demanding that the member company cease doing business with the company, conduct an investigation, and disclose the information. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Closed (response completed) | 30-Sep-25 | |
| No.081_2025 | September 13th, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member company's business partner | Japan | Harassment | By other business partners | The claimant, a sole proprietor involved in a case involving a joint venture company in which a non member company had invested, filed a complaint alleging that he had been victimized by a business partner for power harassment, etc. and requesting that the non member company take appropriate action. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.080_2025 | September 11th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | Non Member Company | Non Member Company | Japan | Non-compliance | Within the company/group | The claimant lodged a complaint within the non-member company regarding issues such as the payment of employees' wages, working hours, and problems in manufacturing and sales. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.079_2025 | September 8th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Procedure for Grievance Redress | Against other stakeholders | The claimant, a sole trader involved in a project at a joint venture company funded by a full member company, lodged a complaint alleging that the full member company's grievance handling procedures had failed to address appropriately a case where the complainant claimed to have suffered power harassment and other abuses by a business partner. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Closed (response completed) | 17-Oct-25 | |
| No.078_2025 | September 7th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | China | Non-compliance | Within the company/group | The claimant submitted a request demanding corrective action regarding inappropriate conducts by executives at an overseas group company of a JaCER member company. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 17-Oct-25 | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
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| | | | | | | | | | | | JaCER | Reported Company | | |
| No.077_2025 | September 5th, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member Company | Japan | Other issues | Against other stakeholders | The claimant participated in an international event held within Japan but lodged a complaint against the organisers, demanding an investigation, apology, and compensation, citing disadvantage suffered due to transport disruption. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.076_2025 | September 2nd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | India | Labor issues | Within the company/group | The claimant, who was employed by an overseas group company of the member organisation, submitted a petition demanding an investigation into systemic issues, alleging that the company had engaged in discriminatory practices in recruitment, infringements of employee privacy, and conduct amounting to harassment, etc. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response under consideration | 10-Sep-25 | |
| No.075_2025 | August 30th, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member Company | Panama | Labor issues | Within the company/group | The claimant is currently involved in a dispute with a non-member organisation concerning labour issues (such as unpaid overtime pay). However, as the organisation is engaging in acts obstructing the administration of justice, the claimant has lodged a petition requesting appropriate action. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.074_2025 | August 29th, 2025 | JaCER Website | Other(anonymity) | Non Member Company | Non Member Company | Japan | Other issues | Against other stakeholders | The claimant has submitted a request for guidance concerning nuisance behaviour perpetrated by an individual of unspecified affiliation, whose relationship with member companies remains unclear. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.073_2025 | August 26th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | Non Member Company | Non Member Company | Japan | Discrimination | Against customers | The claimant attempted to use a facility in Tokyo as a foreign tourist but was refused entry on the grounds of nationality, and filed a petition requesting that the discriminatory behaviour be corrected. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.072_2025 | August 25th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Other issues | Against other stakeholders | The claimant has a private issue with an employee of a regular member company and has filed a petition requesting dialogue aimed at resolving the issue. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.071_2025 | August 23rd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant reported harassment and compliance issues committed by a former executive of a member company to the company, but as the response was deemed insufficient, the claimant filed a complaint with JaCER. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 22-Sep-25 | |
| No.070_2025 | August 20th, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member Company | Japan | Other issues | Against customers | The claimant filed a complaint regarding the fare payment rules for public transport services provided by a non-member company. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.069_2025 | August 13th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Indonesia | Freedom of association | Within the company/group | The claimant filed a complaint alleging that the chairperson of a labour union at a foreign subsidiary of a regular member company had been dismissed and that retaliatory measures were being taken against union members who objected to the dismissal. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|-------------------|-------------------|---|----------------------|--|---------------|----------------------------------|---------------------------|--|--|-----------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.068_2025 | August 13th, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member Company | India | Labor issues | Within the company/group | The claimant was employed by a foreign subsidiary of a non-member company and filed a claim alleging that the company's response regarding the refund of local pension payments was inadequate. | JaCER is currently considering how to respond to this case involving a non-member company. | | | | |
| No.067_2025 | August 11th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Non-compliance | Within the company/group | The claimant, an employee of a regular member company, filed a complaint alleging that she/he had suffered mental distress due to false statements made in internal confidential documents regarding customer issues. | JaCER notified the regular member company concerned of the case details. The member company conducted an investigation based on the complaint. The member company explained the results of the investigation to the claimant, and the claimant accepted them. | Closed (response completed) | Closed (response completed) | 1-Sep-25 | 28-Nov-25 |
| No.066_2025 | August 7th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant filed a complaint requesting appropriate action against an employee of a JaCER member company who routinely behaved in an intimidating manner and used abusive language toward internal parties. | JaCER notified the regular member company concerned of the case details. Subsequently, the claimant withdrew the claim regarding this case, and it is therefore closed. | Closed (response completed) | Closed (response completed) | | |
| No.065_2025 | August 2nd, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Within the company/group | The claimant filed a complaint seeking an apology and disciplinary action against an employee of a JaCER member company for slanderous remarks made at the domestic sales office. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.064_2025 | July 31st, 2025 | JaCER Website | Representative of the rights holders | JaCER Member Company | Member company's business partner (supply chain company) | Indonesia | Indigenous/local people's rights | By financing partners | The claimant filed a petition requesting member companies to refrain from providing loans to companies involved in coal-fired power generation, arguing that such power generation infringes on the rights of local residents (health hazards, environmental problems, impact on livelihoods, etc.). | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 29-Aug-25 | |
| No.063_2025 | July 31st, 2025 | JaCER Website | Representative of the rights holders | JaCER Member Company | Member company's business partner (supply chain company) | Indonesia | Indigenous/local people's rights | By financing partners | The claimant filed a petition requesting member companies to refrain from providing loans to companies involved in coal-fired power generation, arguing that such power generation infringes on the rights of local residents (health hazards, environmental problems, Impact on livelihoods, etc.). | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 29-Aug-25 | |
| No.062_2025 | July 31st, 2025 | JaCER Website | Representative of the rights holders | JaCER Member Company | Member company's business partner (supply chain company) | Indonesia | Indigenous/local people's rights | By financing partners | The claimant filed a petition requesting member companies to refrain from providing loans to companies involved in coal-fired power generation, arguing that such power generation infringes on the rights of local residents (health hazards, environmental problems, impact on livelihoods, etc.). | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 29-Aug-25 | |
| No.061_2025 | July 30th, 2025 | JaCER Website | Representative of the rights holders(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, acting as a representative, filed a complaint requesting an investigation and corrective action on behalf of an employee working for a group company of a JaCER member company who had been harassed by other employees during a training period. | JaCER notified the regular member company concerned of the case details. | Monitoring | Dialogue with the claimant underway | 19-Aug-25 | |
| No.060_2025 | July 28th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant filed a complaint requesting disciplinary action and improvement due to problems with the work attitudes of the supervisor and employee at the domestic sales office of a JaCER member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|-----------------|-------------------|---|----------------------|---|---------------|----------------------------------|------------------------------|--|--|------------------------------|---|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.059_2025 | July 27th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Indigenous/local people's rights | In advertising and marketing | The claimant filed a complaint requesting corrective action as a sponsor of an outdoor event that caused noise pollution to local residents. | JaCER notified the regular member company concerned of the case details. | Monitoring | Corrective and preventive measures underway | 8-Aug-25 | |
| No.058_2025 | July 24th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Non-compliance | Against other stakeholders | The claimant filed a complaint requesting appropriate business operations in accordance with laws and regulations and the contract, because the employees of the regular member company provided explanations and responses that differed from the contract. | JaCER notified the regular member company concerned of the case details. | Monitoring | Response under consideration | 1-Sep-25 | |
| No.057_2025 | July 23rd, 2025 | JaCER Website | Representative of the rights holders(anonymity) | JaCER Member Company | Member company subsidiary/group company | Thailand | Other issues | Within the company/group | The claimant filed a petition requesting the resumption of employee trips and social gatherings as a means of improving welfare benefits at a group company of a regular member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.056_2025 | July 22nd, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against other stakeholders | The claimant filed a complaint regarding a private dispute with a person who may belong to a group of companies that is a regular member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.055_2025 | July 20th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | India | Other issues | Against customers | The claimant filed a complaint and claim for compensation regarding the products of a JaCER member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.054_2025 | July 19th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Singapore | Dismissal | Within the company/group | The claimant was an employee of a JaCER member company but was dismissed solely on the grounds of age and filed a claim for fair compensation. | JaCER notified the regular member company concerned of the case details. | Monitoring | Response under consideration | 6-Aug-25 | |
| No.053_2025 | July 18th, 2025 | JaCER Website | Representative of the rights holders(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Non-compliance | Against other stakeholders | The claimant filed a complaint against a subcontractor involved in content production for a JaCER member company, alleging risks such as violation of the Subcontract Act, unreasonable demands, power harassment, ethical issues, and safety concerns, and demanding improvements to the working environment. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding investigation underway | 26-Aug-25 | |
| No.052_2025 | July 16th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Malaysia | Dismissal | Within the company/group | The claimant was employed by a group company of a JaCER member company but was unfairly dismissed, so he filed a claim for investigation and relief. | JaCER notified the regular member company concerned of the case details. An agreement was reached through discussions between the parties at the Department of Industrial Relations Malaysia (JPPM), which is under the purview of the Ministry of Human Resources. | Closed (response completed) | Closed (response completed) | 1-Aug-25 | 17-Oct-25 |
| No.051_2025 | July 16th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Singapore | Religious considerations | Against other stakeholders | The claimant visited a group company of a regular member company and was unable to use the prayer room, so the claimant filed a complaint requesting appropriate consideration. | JaCER notified the regular member company concerned of the case details. Following verification by the member company concerned, the facts as alleged were confirmed. Consequently, an apology was issued to the claimant. Corrective measures were implemented at the site in question to prevent recurrence, and checks were conducted to confirm no similar issues exist at other overseas sites. Furthermore, lessons regarding appropriate religious considerations were shared internally. Based on these actions, this case has been closed. | Closed (response completed) | Closed (response completed) | 30-Jul-25 | 14-Nov-25 |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|-----------------|-------------------|---|----------------------|--|---------------|--------------------------------|----------------------------|--|--|-----------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.050_2025 | July 16th, 2025 | JaCER Website | Community representative | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Occupational Health and Safety | By suppliers | The claimant filed a claim that work-related accident cases were not properly reported at business partners of a regular member company. | We received the following report from a regular member company: - As a result of our investigation, we found that appropriate measures had been taken as stipulated by the Industrial Safety and Health Act, and no facts were found that could lead to the concealment of a workplace accident. - Taking this report as an opportunity, the regular member company and its entire group have taken action not only to confirm compliance with laws and regulations, but also to work together to build a safe environment at their suppliers. | Closed (response completed) | Closed (response completed) | 6-Oct-25 | 12-Dec-25 |
| No.049_2025 | July 15th, 2025 | JaCER Website | Other | JaCER Member Company | JaCER Member Company | Japan | Labor issues | Against other stakeholders | The claimant filed a complaint alleging that she/he had been restricted from taking paid leave by employees of a regular member company. | JaCER notified the regular member company concerned of the case details. Subsequently, the claimant withdrew the claim regarding this case, and it is therefore closed. | Closed (response completed) | Closed (response completed) | 1-Aug-25 | 1-Sep-25 |
| No.048_2025 | July 14th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | China | Non-compliance | Within the company/group | The claimant alleged that an employee of a group company of a regular member company had committed acts that violated compliance and were having a negative impact on the company and its business partner. | JaCER notified the regular member company concerned of the case details. The company issued a cautionary notice to employees of its local subsidiary, informing them that even private conduct can adversely affect the company if it violates applicable laws, and reminding them of the need to act with awareness and responsibility as members of society. | Closed (response completed) | Closed (response completed) | 26-Aug-25 | 18-Nov-25 |
| No.047_2025 | July 13th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Discrimination | Against other stakeholders | The claimant filed a complaint alleging that the content of a regular member company violated the human rights of Japanese citizens. | JaCER notified the regular member company concerned of the case details. JaCER determined that the content did not constitute a human rights violation against Japanese citizens and closed the case. | Closed (response completed) | Closed (response completed) | 29-Jul-25 | 29-Jul-25 |
| No.046_2025 | July 7th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Disabilities | Against other stakeholders | The claimant is a relative of an employee of a group company of a member company, but has a disability and filed a complaint alleging that he was forced to transfer by the employee. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.045_2025 | July 5th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against customers | The claimant is a general customer who used a domestic store operated by a JaCER member company, but felt uncomfortable due to the poor attitude of the counter staff who responded to the claimant, and filed a complaint demanding an investigation and apology. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.044_2025 | July 5th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant was working at a domestic facility of a regular member company, but was continuously harassed by colleagues at work and took sick leave due to illness. Eventually, the company encouraged the claimant to resign, and the claimant resigned. The claimant filed a complaint alleging that the company's response was unfair. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 24-Jul-25 | |
| No.043_2025 | July 4th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Against other stakeholders | The claimant is a business operator who temporarily opened a store in the store of a regular member company, but filed a complaint requesting corrective action due to high-handed treatment by employees of the company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|-----------------|-------------------|--|----------------------|--|---------------|-----------------------|----------------------------|---|--|-----------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.042_2025 | July 3rd, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Malaysia | Harassment | Within the company/group | The claimant worked for a group company of a JaCER member company, but was forced to resign due to power harassment by management. The number of resignations of other employees also increased, and the complainant filed a petition for improvement. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 24-Jul-25 | |
| No.041_2025 | July 1st, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Non-compliance | Within the company/group | The claimant filed a complaint requesting a warning and corrective action due to inappropriate behaviour by employees on the premises of a store operated by a group company of a regular member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.040_2025 | July 1st, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Taiwan | Other issues | Against customers | The claimant requested repair service for a product of a regular member company, but did not receive proper response, and filed a claim requesting improvement. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | |
| No.039_2025 | June 30th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant worked as a temporary employee at a group company of a JaCER member company, but was subjected to power harassment by the supervisor at work and, as a result, it's contract was terminated without just cause. The claimant filed a claim requesting an investigation into the matter. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 17-Jul-25 | |
| No.038_2025 | June 26th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Harassment | By suppliers | The claimant, a foreign subcontractor worker working at a domestic facility of a regular member company of JaCER, has been subjected to harassment and other inhumane treatment by the subcontractor and the regular member company, which has harmed his mental and physical health, and he filed a claim for prompt relief. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 17-Jul-25 | |
| No.037_2025 | June 25th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Middle East | Conflicts | By suppliers | 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. | Closed (response completed) | Closed (response completed) | | |
| No.036_2025 | June 23rd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Non-compliance | Against other stakeholders | The claimant, a business manager who is an agent for a JaCER member company, filed a claim for abuse of a superior bargaining position after receiving an intimidating request from a representative of the same company that constituted harassment. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 18-Jul-25 | |
| No.035_2025 | June 21st, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Labor issues | Within the company/group | The claimant filed a complaint alleging that a group company of a JaCER member company improperly handled the claimant's personal information, resulting in the unilateral termination of the employment contract just before the start of employment. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 8-Jul-25 | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|-----------------|-------------------|---|----------------------|--|---------------|-----------------------|---------------------------|---|---|-----------------------------|---|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.034_2025 | June 18th, 2025 | JaCER Website | Representative of the rights holders | JaCER Member Company | Member company subsidiary/group company | Thailand | Labor issues | Within the company/group | The claimant is a relative of an employee who worked for a subsidiary of JaCER and died in an accident while working. The claimant filed a claim for compensation, alleging that the company had not provided adequate compensation to the bereaved family. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 9-Jul-25 | |
| No.033_2025 | June 18th, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Member company's business partner (supply chain company) | Japan | Other issues | Against customers | The claimant purchased a car from a non-member company, but had a dispute with the company over cancellation fees associated with changes to the vehicle, and filed a claim seeking resolution. | JaCER is in the process of confirming with the claimant that it is related to a regular member firm. | | | | |
| No.032_2025 | June 16th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Non-compliance | Within the company/group | The claimant alleges that executive appointments may have been improperly made at a subsidiary of a JaCER member company, and files a complaint requesting an inspection of the executive appointment process and internal dissemination of the information. | JaCER notified the regular member company concerned of the case details. | Monitoring | Corrective and preventive measures underway | 2-Jul-25 | |
| No.031_2025 | June 14th, 2025 | JaCER Website | Representative of the rights holders(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against customers | The claimant filed a claim that its relative had been over-solicited for a credit card issued by a subsidiary of a JaCER member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | | 16-Jun-25 |
| No.030_2025 | June 12th, 2025 | JaCER Website | Other(anonymity) | Non Member Company | Member company subsidiary/group company | Thailand | Compensation | Unknown | Under confirming | JaCER is in the process of confirming with the claimant regarding the content of the report. | | | | |
| No.029_2025 | June 6th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, acting as a representative of an employee working for a group company of a JaCER member company, filed a complaint requesting corrective action on the grounds that the employee had been subjected to remarks that constituted harassment by his supervisor. | JaCER and a JaCER member company attempted to verify the facts with the company concerned, but since both were unable to contact the whistleblower for a certain period, the company decided to implement and continue measures such as harassment education, raising awareness, and promoting the consultation desk as preventive measures against recurrence. JaCER confirmed the above and decided to close this case. | Closed (response completed) | Closed (response completed) | 16-Jun-25 | 29-Jul-25 |
| No.028_2025 | June 2nd, 2025 | JaCER Website | Person affected by human rights violations | Non Member Company | Non Member Company | Japan | Labor issues | Within the company/group | The claimant was employed by a non-member company but was forced to resign due to illness. He attempted to return to work but was not rehired by the company, so he filed an objection. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.027_2025 | May 23th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against customers | The claimant, a user of a credit card provided by a JaCER member company, filed a complaint against the response by the card's customer center. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 26-May-25 |
| No.026_2025 | May 22th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Labor issues | Within the company/group | The claimant, an employee of a group company of a JaCER regular member company, filed a complaint alleging that he suffered a disadvantage when he accused the company's management of power harassment and was evaluated by the company as having a mental disorder and was recommended to resign. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 6-Jun-25 | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|----------------|-------------------|---|----------------------|--|---------------|----------------------------------|----------------------------|--|---|-----------------------------|-------------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.025_2025 | May 18th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Other issues | Against customers | The claimant filed a complaint regarding the return of merchandise purchased from a JaCER member company's online store. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 19-May-25 |
| No.024_2025 | May 17th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against customers | The claimant, a customer who purchases and uses a product of a JaCER member company, alleged that the response of the sales agent and customer service center regarding the failure of the product was inadequate. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 23-May-25 |
| No.023_2025 | May 16th, 2025 | JaCER Website | Other | Non Member Company | Unknown | Colombia | Other issues | Against customers | The claimant filed a complaint against tire products sold by a non-member company. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.022_2025 | May 16th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against customers | The claimant is a credit card user of a subsidiary of a JaCER member company, and claimed that the procedures were conducted based on incorrect registrant information. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 17-May-25 |
| No.021_2025 | May 1st, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | India | Indigenous/local people's rights | By financing partners | The claimant filed a petition demanding that the JaCER member companies not provide loans, etc. to an Indian company because the company is unfairly persecuting community people who oppose the local business and violating the rights of local residents, until an investigation and corrective measures are completed. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 30-May-25 | |
| No.020_2025 | May 1st, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | India | Indigenous/local people's rights | By financing partners | The claimant filed a petition demanding that the JaCER member companies not provide loans, etc. to an Indian company because the company is unfairly persecuting community people who oppose the local business and violating the rights of local residents, until an investigation and corrective measures are completed. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 30-May-25 | |
| No.019_2025 | May 1st, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | India | Indigenous/local people's rights | By financing partners | The claimant filed a petition demanding that the JaCER member companies not provide loans, etc. to an Indian company because the company is unfairly persecuting community people who oppose the local business and violating the rights of local residents, until an investigation and corrective measures are completed. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 30-May-25 | |
| No.018_2025 | May 10th, 2025 | JaCER Website | Proxy(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant reported a power harassment case to JaCER on behalf of an employee working for a subsidiary of a JaCER member company, but subsequently filed a complaint alleging that he had been subjected to a detrimental treatment by the company. | JaCER notified the regular member company concerned of the case details. | Supporting | Dialogue with the claimant underway | - | |
| No.017_2025 | May 9th, 2025 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Other issues | By other business partners | The claimant alleged that a transport truck, believed to be hauling supplies related to an JaCER member company, drove dangerously. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 9-May-25 |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|------------------|-------------------|--|------------------------|--|---------------|-----------------------|----------------------------|---|---|-----------------------------|--|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.016_2025 | May 2nd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Other issues | Against customers | The claimant, a credit card user issued by a subsidiary of a JaCER member company, filed an objection claiming that the payment was unjustified because he received a claim for payment due to unauthorized use overseas. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 13-May-25 |
| No.015_2025 | May 2nd, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant, an employee of a JaCER member company, has been subjected to conduct amounting to harassment, and has filed a claim against the company seeking corrective measures, including disciplinary action against the employee in question and thorough employee training. | JaCER notified the regular member company concerned of the case details. | Monitoring | Closed (response completed) | 22-May-25 | |
| No.014_2025 | April 30th, 2025 | JaCER Website | Proxy(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant's spouse, who works for a domestic affiliate of a JaCER member company, has been suffering from mental health problems due to power harassment by supervisors, and filed a complaint seeking to remedy the situation. | JaCER notified the regular member company concerned of the case details. | Monitoring | Fact-finding investigation underway | 3-Jun-25 | |
| No.013_2025 | April 28th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Within the company/group | The claimant, an employee of a group company of a JaCER member company, filed a claim for correction and relief, alleging that he was harassed because he was not given any work for a long period of time in the department to which he was transferred and his personnel evaluation was lowered as a result. | JaCER notified the regular member company concerned of the case details. | Supporting | Dialogue with the claimant underway | 14-May-25 | |
| No.012_2025 | April 28th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Harassment | By other business partners | The claimant, who worked part-time at a domestic store of a JaCER regular member company, was subjected to comments amounting to power harassment by her supervisor at work, and filed a complaint requesting that the employee in question be warned. | JaCER notified the regular member company concerned of the case details. The company verified the facts and provided guidance to its business partner. No objections were raised by the claimant regarding the company's response. Therefore, the case is considered closed. | Closed (response completed) | Closed (response completed) | 12-May-25 | 5-Aug-25 |
| No.011_2025 | April 26th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant filed a claim that she/he was interviewed for a job at a JaCER regular member company, but was subjected to an interview conducted by the person in charge that was reminding him of a police interrogation, which caused her/him mental distress. | JaCER notified the regular member company concerned of the case details. | Monitoring | Waiting for additional information from the claimant | 4-Jun-25 | |
| No.010_2025 | April 25th, 2025 | JaCER Website | Proxy(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Labor issues | Within the company/group | The claimant filed a complaint seeking improvements with respect to severance recommendations and personnel evaluations made by a subsidiary of a JaCER member company to its employees. | JaCER notified the regular member company concerned of the case details. | Monitoring | Corrective and preventive measures underway | 25-May-25 | |
| No.009_2025 | April 24th, 2025 | JaCER Website | Person affected by human rights violations | Regular Member Company | Regular Member Company | Japan | Other issues | Against other stakeholders | The claimant, a sales representative for an agency that provides services of a regular member company, filed a claim for an apology and appropriate action because of the damage to his reputation and emotional distress caused by the company's failure to take appropriate action over the handling of a certain matter. | JaCER notified the regular member company concerned of the case details. | Monitoring | Dialogue with the claimant underway | 4-Jun-25 | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issue) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|------------------|-------------------|--|------------------------|--|---------------|-----------------------|------------------------------|--|--|-----------------------------|---|--------------------------------------|--------------|
| | | | | | | | | | | | JaCER | Reported Company | | |
| No.008_2025 | April 21st, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Within the company/group | The claimant, a dispatched worker working at a domestic factory of a JaCER member company, was subjected to power harassment by a supervisor at the workplace and was told that she/he would be fired, and filed a claim requesting that this be withdrawn. | JaCER notified the regular member company concerned of the case details. The relevant member company conducted fact-checking and interviews with related parties at the domestic factories and dispatch companies pointed out, but the content of the allegation could not be immediately confirmed. The relevant member company shared the results with the complainant, but since it was difficult to continue dialogue due to the complainant being unreachable for a certain period, this case will be closed. | Closed (response completed) | Closed (response completed) | 2-May-25 | 11-Sep-25 |
| No.007_2025 | April 20th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Against other stakeholders | The claimant filed a complaint alleging that the company should take appropriate action because an officer who was transferred from a group company of a JaCER member company to an outside organization repeatedly committed power harassment against related persons at the organization. | JaCER notified the regular member company concerned of the case details. | Monitoring | Corrective and preventive measures underway | 12-May-25 | |
| No.006_2025 | April 20th, 2025 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Labor issues | Within the company/group | The claimant, an employee of a domestic store of a regular member company, filed a petition requesting improvements because of insufficient staffing in the workplace and problems with labor laws and regulations. | JaCER notified the regular member company concerned of the case details. The member company engaged in ongoing dialogue with the claimant and, in addition to arranging personnel assignments as requested by the claimant, implemented improvements to its operational structure. | Closed (response completed) | Closed (response completed) | 30-Apr-25 | 22-Dec-25 |
| No.005_2025 | April 16th, 2025 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Non-compliance | Within the company/group | The claimant made allegations concerning internal public morals and personnel practices at a JaCER member company. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | - | 18-Apr-25 |
| No.004_2025 | April 1st, 2025 | JaCER Website | Other | Non Member Company | Non Member Company | Japan | Other issues | In advertising and marketing | The claimant alleged that a website did not properly manage comments about celebrities, etc., and should be shut down. | JaCER notified the claimant that the content of the said grievance did not relate to regular member companies. | | | | |
| No.003_2025 | April 10th, 2025 | JaCER website | Person affected by human rights violations | Regular Member Company | Business partner of regular member company | Turkey | Non-compliance | Against customers | The claimant purchased a product manufactured by a member company through a distributor, but since a product different from the one he purchased was registered and he did not receive the product he requested, he filed an objection requesting appropriate action. | JaCER notified the regular member company concerned of the case details. | Closed (response completed) | Closed (response completed) | 1-May-25 | 29-May-25 |
| No.002_2025 | April 6th, 2025 | JaCER website | Person affected by human rights violations | Non Member Company | Non Member Company | Japan | Non-compliance | Against customers | The claimant filed a complaint alleging that the insurance agent, a non-JaCER member company, unfairly refused to sign the contract. | JaCER notified the claimant that the case was that of a non-regular member company. | | | | |
| No.001_2025 | April 1st, 2025 | JaCER website | Person affected by human rights violations (anonymity) | Regular Member Company | Group company of JaCER regular member | Japan | Harassment | Within the company/group | The claimant, who was employed by a group company of a JaCER member company, filed a complaint alleging that she/he was wrongfully terminated from its employment and that she/he was subjected to harassment by the company's managers in order to force her/him to resign. The claimant is demanding that the said managerial employee be punished and reinstated. | JaCER notified the regular member company concerned of the case details and issued the Initial Review Report. Following an investigation conducted at the member company concerned, no evidence of the unfair termination of employment or harassment alleged in the report was found. As the situation where communication with the claimant remains impossible persists, this case is hereby closed. | Closed (response completed) | Closed (response completed) | 14-Apr-25 | 31-Oct-25 |