



Grievance List

Last Update: 13-Feb-26

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.145_2025	February 12th, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant lodged a complaint requesting appropriate action be taken against a worker within the member company's workplace who was improperly receiving wages without providing labour.	JaCER notified the regular member company concerned of the case details.	Informed the company	Response under consideration		
No.144_2025	February 12th, 2026	JaCER Website	Proxy(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant alleged that acts amounting to power harassment were being perpetrated against certain employees at the workplace of a group company belonging to the member company, and submitted a petition demanding an investigation and strict measures.	JaCER notified the regular member company concerned of the case details.	Informed the company	Response under consideration		
No.143_2025	February 11th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Gender Issues	Within the company/group	The claimant submitted opinions to a member company regarding initiatives on "sexual diversity", diversity-related evaluation metrics, and internal company systems.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)		13-Feb-26
No.142_2025	February 7th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Procedure for Grievance Redress	Within the company/group	The claimant, a former employee of a subsidiary of the member company, has stated that there are issues with the company's response. Consequently, the claimant filed a complaint seeking appropriate action.	JaCER notified the regular member company concerned of the case details.	Informed the company	Response under consideration		
No.141_2025	January 30th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant, who worked at a domestic office of a member company, received inappropriate remarks from a workplace associate, which led to her/his leaving employment. Consequently, the claimant lodged a complaint seeking disciplinary action against the said associate.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	4-Feb-26	
No.140_2025	January 30th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Labor issues	By other business partners	The claimant submitted a request for investigation and corrective action, alleging excessive overtime issues at the workplace of a business partner of a member company.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Response under consideration		
No.139_2025	January 28th, 2025	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company subsidiary/group company	Malaysia	Labor issues	Within the company/group	The claimant, an employee of an overseas group company of the member company, has filed a petition seeking corrective actions and remedies. This follows severe harm to the workplace environment and health of employees resulting from misconduct, abuse of authority, harassment, and retaliatory actions within the workplace.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	10-Feb-26	
No.138_2025	January 24th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	France, USA	Retaliation against claimant	By other business partners	The claimant, a former employee of an overseas company that is a business partner of the member company, reported misconduct within that company and subsequently suffered severe retaliatory measures. Consequently, the claimant has lodged a complaint with the member company, demanding recognition of this human rights violation and a review of the business relationship.	JaCER notified the regular member company concerned of the case details.	Subject/non-subject under review	Response under consideration		

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.137_2025	January 24th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant is a temporary worker employed at a domestic branch of a member company. Due to demands exceeding the scope of their contractual duties, the claimant have lodged a complaint seeking improvements.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	10-Feb-26	
No.136_2025	January 23rd, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Invasion of privacy	Against customers	The claimant lodged a complaint with the member company, requesting an investigation and guidance, alleging that she/he had been subjected to acts threatening her/his privacy and psychological safety by representative(s) of the member company's group company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	29-Jan-26	13-Feb-26
No.135_2025	January 16th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant lodged a complaint alleging that certain remarks and actions amounting to power harassment had occurred within a department of a member company.	JaCER closed the case because the claimant indicated a desire to withdraw the case after receiving the grievance.	Closed (response completed)	Closed (response completed)	-	22-Jan-26
No.134_2025	January 16th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Non-compliance	Within the company/group	The claimant lodged a complaint demanding corrective action, alleging that a group company of the member company was engaging in unfair trading practices, refusing to pass on price increases, and labour exploitation (enforced unpaid labour) against their business partner.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	2-Feb-26	
No.133_2025	January 16th, 2026	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Harassment	Within the company/group	The claimant's partner, an employee of a member company, subjected workplace harassment from the superior. Consequently, a petition was filed demanding appropriate action from the company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway		
No.132_2025	January 14th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Malaysia	Non-compliance	By financing partners	The claimant alleged that she/he was subjected to systematic retaliation against the reporting by an overseas subsidiary funded by a company with which the member company had business dealings.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	6-Feb-26
No.131_2025	January 13th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, a temporary worker at a member company's domestic facility, submitted a request for appropriate action, stating that she/he has been subjected to unfair treatment due to the impact of a harassment incident involving an employee of the member company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	27-Jan-26	
No.130_2025	January 13th, 2026	JaCER Website	Other	JaCER Member Company	Member company's business partner (supply chain company)	Brazil	Indigenous/local people's rights	By suppliers	The claimant submitted a request demanding that the suppliers, which provide raw materials and components to multiple companies including member firms, exercise its influence appropriately to rectify the violation of the rights of indigenous peoples and local communities residing near Brazilian smelters and other facilities.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	27-Jan-26	

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
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No.129_2025	January 13th, 2026	JaCER Website	Other	JaCER Member Company	Member company's business partner (supply chain company)	Brazil	Indigenous/local people's rights	By suppliers	The claimant submitted a request demanding that the suppliers, which provide raw materials and components to multiple companies including member firms, exercise its influence appropriately to rectify the violation of the rights of indigenous peoples and local communities residing near Brazilian smelters and other facilities.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	27-Jan-26	
No.128_2025	January 11th, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	By suppliers	The claimant is an employee of a business partner working at a domestic factory of the member company, but has been subjected to harassment by the superior at that company and has lodged a complaint seeking appropriate action.	JaCER notified the regular member company concerned of the case details. Subsequently, the claimant switched to reporting to the member company contact point.	Informed the company	Fact-finding investigation underway		
No.127_2025	December 31st, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	Against customers	The claimant purchased and had installed the member company's product through a retailer. However, during the repair and return process, the claimant received remarks from the retailer's representative that amounted to personal insults. Consequently, the claimant lodged a complaint with the member company, demanding appropriate action against the retailer and an apology.	JaCER notified the regular member company concerned of the case details.	Monitoring	Closed (response completed)	22-Jan-26	
No.125_2025	December 27th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Occupational Health and Safety	By other stakeholders	The claimant submitted a request urging the member company to take appropriate measures in light of the occurrence of an incident at its domestic factory.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	-
No.124_2025	December 25th, 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, employed as a temporary worker at the member company, has been subjected to harassment by a fellow employee and has lodged a claim seeking appropriate workplace measures and compensation for damages.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	3-Feb-26	
No.123_2025	December 24th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Within the company/group	The claimant had been working as a temporary worker for a member company, but her/his temporary employment contract will be terminated due to a relationship with employees of that member company. The claimant has lodged a complaint alleging that this termination is unfair.	JaCER closed the case because the claimant indicated a desire to withdraw the case after receiving the grievance.	Closed (response completed)	Closed (response completed)	-	7-Jan-26
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 issued	Response under consideration	13-Jan-26	
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 issued	Response under consideration	3-Feb-26	

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											JaCER	Reported Company		
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 issued	Fact-finding investigation underway	19-Jan-26	
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 issued	Response under consideration	8-Jan-26	
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 issued	Response under consideration	9-Jan-26	
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 issued	Response under consideration	5-Jan-26	
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 issued	Response under consideration	8-Jan-26	
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 issued	Response under consideration	21-Jan-26	
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)	-	-

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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 issued	Response under consideration	18-Dec-25	
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.	Monitoring	Closed (response completed)	25-Nov-25	
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.	Monitoring	Dialogue with the claimant 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.	Monitoring	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.	Monitoring	Closed (response completed)	9-Nov-25	

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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.	Monitoring	Dialogue with the claimant 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.	After confirming the facts by the member companies, it was concluded that there are limited situations where reasonable accommodations should be made for this case, and considering that certain flexible and practical accommodations were observed, it was judged to be appropriate to close the matter.	Closed (response completed)	Closed (response completed)	13-Nov-25	16-Jan-26
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	
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. As a result of verification conducted at the member company in question, no relation was found between the whistleblower's claims regarding effects on the physical and mental health and the company's technology. Accordingly, it was decided that this case is closed.	Closed (response completed)	Closed (response completed)	24-Oct-25	2-Feb-26
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.	Monitoring	Dialogue with the claimant underway	21-Oct-25	

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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. After explaining the results of the survey conducted by a member company to the complainant, their understanding was obtained.	Closed (response completed)	Closed (response completed)	12-Nov-25	3-Feb-26
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 notified the regular member company concerned of the case details. As a result of the investigation conducted at the member company in question, no long working hours constituting a violation of the law were confirmed. The company will continue to implement measures aimed at maintaining the physical and mental health of its employees and achieving work-life balance. Due to the above reason as well as the difficulty in communicating with the whistleblower, this matter has been determined to be closed on that basis.	Closed (response completed)	Closed (response completed)	8-Oct-25	15-Dec-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
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. Following verification by the member company concerned, it was found that the member company concerned has already responded to the claimant on the same case prior to this present case. Based on this fact, this case has been closed.	Closed (response completed)	Closed (response completed)	14-Oct-25	8-Jan-26
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 thatt 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.	Monitoring	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.	Monitoring	Corrective and preventive measures underway	14-Oct-25	

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											JaCER	Reported Company		
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 counterparty 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	
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.	Monitoring	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. 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)	30-Sep-25	22-Dec-25

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.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.	Monitoring	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. Based on information provided by the claimant, the member company conducted an investigation. As the facts alleged were not confirmed, the matter was concluded by announcing a warning locally. Accordingly, this case is deemed closed.	Closed (response completed)	Closed (response completed)	17-Oct-25	10-Feb-26
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.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.	Monitoring	Closed (response completed)	22-Sep-25	
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 issued	Response under consideration	29-Jan-26	
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)		

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.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	Closed (response completed)	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	Closed (response completed)	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	Closed (response completed)	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	Corrective and preventive measures 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)		
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. The company in question provided an explanation and obtained the complainant's understanding.	Closed (response completed)	Closed (response completed)	1-Sep-25	23-Jan-26
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)		

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.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
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

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.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)		
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)		

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.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. An investigation by the member company revealed that an appropriate agreement had been reached between the claimant and the group company in question before the report was made, and that adequate compensation had been provided.	Closed (response completed)	Closed (response completed)	17-Jul-25	5-Feb-26
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	Closed (response completed)	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	
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.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	Closed (response completed)	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

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.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.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	
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.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	Closed (response completed)	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	Closed (response completed)	30-May-25	

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.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	Closed (response completed)	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
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.	Closed (response completed)	Closed (response completed)	4-Jun-25	14-Jan-26

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.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	
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.	As a result of the investigation by the company, it was not determined that the officer had engaged in any conduct that constituted power harassment under applicable laws and the guidelines provided by the Ministry of Health, Labour and Welfare. However, since some inappropriate behavior was confirmed, the company has provided the officer with guidance to encourage self-reflection and has had the officer withdraw from the outside organization.	Closed (response completed)	Closed (response completed)	12-May-25	4-Feb-26
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.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

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.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