



Grievance List

Last Update: 3-Jun-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.169_2025	March 11th, 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 has lodged a complaint regarding Case No. 136_2025, arguing that the member company has failed to conduct a proper investigation or exercise its influence, and has therefore requested that appropriate action be taken to secure remedy.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	24-Mar-26	
No.168_2025	March 28th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Canada	Discrimination	Within the company/group	The claimant, who is employed as a temporary worker at a group company of the member company, lodged a complaint alleging discriminatory behaviour on the grounds of race and skin colour by a senior colleague at the workplace, and requested that the member company conduct an investigation and take appropriate action.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Corrective and preventive measures underway	15-Apr-26	
No.167_2025	March 27th, 2025	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	By other business partners	The claimant lodged a complaint seeking appropriate action, alleging that during an interview for a position with a business partner of a member company, she/he had been subjected to inappropriate treatment, including an infringement of her/his privacy.	JaCER notified the regular member company concerned of the case details. Subsequently, as the claimant indicated its intention to withdraw the report, this case is hereby closed.	Closed (response completed)	Closed (response completed)		31-Mar-26
No.166_2025	March 27th, 2026	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Malaysia	Non-compliance	Within the company/group	The claimant lodged a complaint requesting that the member company conduct an investigation and take appropriate action, on the grounds that several managers at the member company's group company had engaged in conduct that was inappropriate from a compliance perspective and that complaints from employees were not being handled appropriately.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	16-Apr-26	
No.165_2025	March 25th, 2026	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 is an employee of a group company belonging to a member company; however, due to the heavy workload, she/he has developed physical and mental health issues and is unable to attend work. Consequently, the claimant has lodged a claim seeking appropriate measures from the company.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	16-Apr-26	
No.164_2025	March 25th, 2025	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Invasion of privacy	Against other stakeholders	The claimant filed a complaint alleging that personal information had been posted on a website operated and managed by a member company without the individual's consent, and requested appropriate action, such as the removal of the information.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	7-Apr-26	
No.163_2025	March 21st, 2026	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Labor issues	Against other stakeholders	The claimant filed a complaint with the dispatching company, requesting an investigation and appropriate action regarding an employee dispatched from an affiliate of a member company, citing issues with the employee's work attitude and conduct at the host workplace.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	6-Apr-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.162_2025	March 19th, 2026	JaCER Website	Representative of the rights holders	JaCER Member Company	Member company's business partner (supply chain company)	Thailand	Labor issues	By suppliers	The claimant filed a complaint with the member company, requesting clarification regarding the facts of the matter, due to concerns about the treatment and working conditions of regular employees and contract workers at the member company's business partner.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding investigation underway	3-Apr-26	
No.161_2025	March 18th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Violation of the right to healthcare	Against customers	The claimant, who works in community healthcare, lodged a complaint alleging that a group company of a member organisation had acted inappropriately during contract negotiations, thereby causing detriment to the continuity of healthcare services and other matters; the claimant requested an investigation into the facts of the matter and appropriate remedial action.	JaCER notified the regular member company concerned of the case details.	Initial review report in preparation	Fact-finding investigation underway		
No.160_2025	March 18th, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Non-compliance	Within the company/group	The claimant filed a complaint requesting an investigation into the facts and appropriate action, on the grounds that a member company's business dealings with a specific counterparty raised issues regarding fair trading legislation and internal controls.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Fact-finding investigation underway	10-Apr-26	
No.159_2025	March 17th, 2026	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Malaysia	Compensation	Within the company/group	The claimants, who are employees of an affiliated company of the member company, have lodged a complaint requesting that the member company conduct an investigation and take appropriate action, on the grounds that their annual pay rises have been withheld and they have not received any bonuses.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding investigation underway	6-Apr-26	
No.158_2025	March 12th, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Harassment	By other business partners	The claimant submitted a request for appropriate action concerning power harassment perpetrated by a temporary staff working at a domestic facility of member company.	JaCER notified the regular member company concerned of the case details. This case is closed as the member company responded and took measures as requested by the claimant.	Closed (response completed)	Closed (response completed)	24-Mar-26	1-May-26
No.157_2025	March 12th, 2026	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 was employed by a contractor to which the member company had outsourced work, submitted a complaint alleging that she/he had suffered power harassment from the supervisor and that disguised subcontracting and unlawful acts had been committed. She/he requested an investigation into the facts and disciplinary action against the employees concerned.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Response under consideration	3-Apr-26	
No.156_2025	March 7th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Japan	Handling of Personal Information	Against customers	The claimant submitted a request for appropriate action following an incident where her/his personal information appears to have been leaked by a group company of the member company.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Response under consideration	24-Mar-26	
No.155_2025	March 3rd, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	JaCER Member Company	Japan	Harassment	Against other stakeholders	The claimant lodged a formal complaint alleging that she/he had been subjected to sexual harassment on multiple occasions by an employee of a member company, requesting verification of the facts and measures to prevent recurrence.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	18-Mar-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.153_2025	February 26th, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	JaCER Member Company	Singapore	Non-compliance	Within the company/group	The claimant filed a request for investigation and corrective action, alleging that an employee working at an overseas office of member company was engaging in conduct that violated internal regulations.	JaCER notified the regular member company concerned of the case details.	Initial review report issued	Response under consideration	24-Mar-26	
No.152_2025	February 23rd, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company subsidiary/group company	Thailand	Harassment	Within the company/group	The claimant, who is employed at an overseas branch of a member company's group enterprise, has lodged a complaint alleging power harassment by the superiors, demanding improvements to the workplace environment and measures to prevent recurrence.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Fact-finding investigation underway	10-Mar-26	
No.151_2025	February 23rd, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	JaCER Member Company	Japan	Labor issues	Against other stakeholders	The claimant is an employee of a subcontractor working for the member company. Due to negligence in the performance of duties by some employees of the member company during working hours, the subcontractor's employees are unable to carry out their work properly. Consequently, the claimant has lodged a complaint demanding corrective action.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	25-Feb-26
No.150_2025	February 23rd, 2026	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Hong Kong, Malaysia	Other issues	Against customers	The claimant submitted an enquiry concerning the products of a group company of the member company.	JaCER notified the regular member company concerned of the case details.	Closed (response completed)	Closed (response completed)	-	24-Feb-26
No.148_2025	February 20th, 2026	JaCER Website	Representative of the rights holders(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	The claimant, who is employed by a group company of the member company, has lodged a complaint requesting that the company issue a warning regarding conduct amounting to harassment by her/his superior.	JaCER notified the regular member company concerned of the case details. Subsequently, as the claimant indicated its intention to withdraw the report, this case is hereby closed.	Closed (response completed)	Closed (response completed)	-	7-Apr-26
No.147_2025	February 15th, 2026	JaCER Website	Person affected by human rights violations(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Discrimination	Against other stakeholders	The claimant lodged a complaint demanding appropriate action, alleging that some supporters of the football club funded by member companies were engaging in defamatory and hateful remarks.	JaCER notified the regular member company concerned of the case details.	Monitoring after initial review report	Corrective and preventive measures underway	24-Feb-26	
No.146_2025	February 14th, 2026	JaCER Website	Person affected by human rights violations	JaCER Member Company	Member company's business partner (supply chain company)	Japan	Labor issues	By other business partners	The claimant, who had been working as a temporary worker at a business partner of the member company, lodged a complaint alleging that the personnel evaluation leading to the termination of her/his employment was questionable and that harassment had occurred within the workplace environment.	The investigation by member company confirmed that certain behaviors by the person who was reported had occurred, but none of them were deemed to constitute power harassment, and no other actions that could be considered to have a negative impact on the human rights of the claimants were identified.	Closed (response completed)	Closed (response completed)	10-Mar-26	1-May-26
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. Subsequently, as the claimant indicated its intention to withdraw the report, this case is hereby closed.	Closed (response completed)	Closed (response completed)	-	16-Feb-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.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.	Initial review report issued	Response under consideration	27-Feb-26	
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.	Initial review report issued	Response under consideration	6-Mar-26	
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.	Monitoring after initial review report	Fact-finding investigation underway	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. The company conducted a fact-finding investigation and found no evidence supporting the reported claims. Additionally, the report was anonymous, making communication with the reporter difficult. Accordingly, this matter is closed.	Closed (response completed)	Closed (response completed)	16-Feb-26	28-Apr-26
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.	Monitoring after initial review report	Corrective and preventive measures underway	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.	Initial review report issued	Response under consideration	10-Mar-26	
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	

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											JaCER	Reported Company		
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.	Monitoring after initial review report	Fact-finding investigation underway	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.	After the initial review report was issued, the reporter contacted the member company and JaCER to withdraw the report.	Closed (response completed)	Closed (response completed)	4-Feb-26	16-Feb-26
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	Fact-finding investigation underway	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.	Monitoring after initial review report	Fact-finding investigation underway	27-Jan-26	
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.	Monitoring after initial review report	Fact-finding investigation underway	27-Jan-26	

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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.	Closed (response completed)	Closed (response completed)	-	18-Mar-26
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 after initial review report	Closed (response completed)	22-Jan-26	
No.126_2025	December 29th, 2025	JaCER Website	Community representative	Non Member Company	Non Member Company	Japan	Children's rights	Within the company/group	The claimant has lodged a complaint demanding improvements, as a non-member company in the entertainment industry is imposing unfair working conditions and harsh penalties on minors such as idols under their management.	JaCER notified the claimant that the case was that of a non-regular member company.				
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. Following an investigation by the member company, no evidence of the harassment alleged by the claimant was found; however, as the claimant has demonstrated a certain degree of understanding and appreciation regarding investigation and explanation of its findings, this case is hereby closed.	Closed (response completed)	Closed (response completed)	3-Feb-26	30-Mar-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	Fact-finding investigation underway	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.	Monitoring after initial review report	Corrective and preventive measures underway	3-Feb-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.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.	Monitoring after initial review report	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. The company conducted a factual investigation at its domestic office but could not verify the facts related to the reported matter. Furthermore, the claimant could not be reached for a certain period and continuation of dialogue is therefore impracticable, this case is closed.	Closed (response completed)	Closed (response completed)	8-Jan-26	30-Mar-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	Fact-finding investigation underway	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.	Closed (response completed)	Closed (response completed)	5-Jan-26	13-Mar-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.	Upon checking with the member company, the facts contained in the report were not confirmed.	Closed (response completed)	Closed (response completed)	8-Jan-26	16-Feb-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. A survey of the member company revealed that, whilst there were some issues regarding the explanation provided to the claimant concerning the termination of her/his temporary employment contract, the decision to terminate the contract itself was not based on age. Furthermore, the company acknowledged a lack of awareness regarding human rights in relation to its internal whistleblowing procedures, and measures have been taken to address this. Although discussions took place between the claimant and the company concerned, no agreement was reached and it became difficult to continue the dialogue; consequently, it was determined that this case should be closed.	Closed (response completed)	Closed (response completed)	21-Jan-26	28-May-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)	-	-

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.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	Fact-finding investigation underway	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.	Monitoring after initial review report	Fact-finding investigation underway	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 company, 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.	The member company's group company conducted an investigation in light of the claimant's report and, based on the findings of that investigation, took disciplinary action against the supervisor who was the subject of the report. During the response period, the member company's group company also provided feedback to the claimant on multiple occasions regarding the investigation results and the disciplinary outcome.	Closed (response completed)	Closed (response completed)	25-Nov-25	27-Feb-26
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.				
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. Following an investigation into the matter by an affiliate of the member company in question, the alleged facts could not be substantiated. Furthermore, as the claimant has continued to work as normal since then and has not raised any objections to the findings of the investigation, this case has been closed.	Closed (response completed)	Closed (response completed)	19-Nov-25	14-Apr-26
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 after initial review report	Closed (response completed)	19-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.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 "small harassment" by a customer who visit the store.	The group company, in cooperation with the member company, posted notices warning customers visiting the store about the odor and also established other appropriate response policies.	Closed (response completed)	Closed (response completed)	9-Nov-25	14-Feb-26
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.	The member company was unable to maintain contact with the claimant and could not obtain the information necessary to proceed, making it difficult to continue the response, and therefore closed the case.	Closed (response completed)	Closed (response completed)	23-Oct-25	13-Apr-26
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 after initial review report	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

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.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 after initial review report	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. 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.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 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	

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.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.	Monitoring after initial review report	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 after initial review report	Corrective and preventive measures underway	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.	Monitoring after initial review report	Closed (response completed)	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	Against other stakeholders	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 after initial review report	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 after initial review report	Fact-finding investigation underway	11-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.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
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.	Monitoring after initial review report	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.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	Fact-finding investigation underway	10-Sep-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.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.	Monitoring after initial review report	Closed (response completed)	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 secretary 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.	Closed (response completed)	Closed (response completed)	29-Jan-26	13-Mar-26
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)		

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.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 after initial review report	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 after initial review report	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 after initial review report	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.	The rightsholder indicated that they did not wish the company to take any action, and it therefore became difficult to continue handling the individual case. Nevertheless, the company conducted a workplace environment survey, and it implemented responsive measures based on the results.	Closed (response completed)	Closed (response completed)	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 after initial review report	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)		

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.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. As a result of the company's fact-finding investigation, no involvement in the human rights violations alleged by the whistleblower was found, so this case is closed.	Closed (response completed)	Closed (response completed)	6-Aug-25	23-Apr-26
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.	Monitoring after initial review report	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

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.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 after initial review report	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. Following an investigation of the member company, no instances of power harassment or similar issues were confirmed. However, corrective and preventive measures have been implemented, including human rights education and the publicising of a complaints handling channel. As the claimant has not raised any objections within a specified period, this case has been deemed closed.	Closed (response completed)	Closed (response completed)	24-Jul-25	4-Mar-26
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)		

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.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. 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 after initial review report	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 after initial review report	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 after initial review report	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 after initial review report	Closed (response completed)	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.				

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.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.	As a result of the investigation by the member company, no reports were confirmed. However, the member company checked what efforts the subsidiary in question was making to address the organizational issues, and received a report from the subsidiary on specific efforts.	Closed (response completed)	Closed (response completed)	2-Jul-25	14-Feb-26	
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 after initial review report	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.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.					

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.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 after initial review report	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 after initial review report	Closed (response completed)	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 after initial review report	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.	The member company conducted the fact-finding investigation and, on multiple occasions, provided explanations to and engaged in dialogue with the claimant based on the findings of that investigation. Although the claimant did not accept the conclusion reached on the basis of the investigation results, the member company concluded that it had made sufficient efforts to provide explanations and engage in dialogue, and therefore closed the matter.	Closed (response completed)	Closed (response completed)	22-May-25	6-Mar-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.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. Subsequently, in accordance with the claimant's wishes, this case was closed.	Closed (response completed)	Closed (response completed)	3-Jun-25	7-May-26
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.	Monitoring after initial review report	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. Regarding this case, the company initially explained that it was difficult to conduct an internal investigation because the whistleblower had not consented to the "scope of information disclosure for the investigation" within the framework of the whistleblowing system. In response, JaCER argued that this response was not necessarily sufficient from the perspective of business and human rights and requested improvements. Subsequently, the company attempted to contact the whistleblower but received no response. Furthermore, during regular meetings with the recruitment department, the company was reminded of the issue, and it was reconfirmed that training on human rights considerations—including the content of questions and interview techniques—is being conducted on an ongoing basis for interviewers. Taking all of the above points into comprehensive consideration, it was decided to close this case.	Closed (response completed)	Closed (response completed)	4-Jun-25	14-Jan-26
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.	When the member company interviewed the person in charge at the subsidiary in question, the investigation found that the subsidiary had taken all legally required measures in its response. The whistleblower has not responded to the member company's contact with her/him.	Closed (response completed)	Closed (response completed)	25-May-25	26-Feb-26
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 after initial review report	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

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.007_2025	April 20th, 2025	JaCER Website	Other(anonymity)	JaCER Member Company	Member company subsidiary/group company	Japan	Harassment	Within the company/group	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.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