

Grievance List

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:A) | Case Category (Issues:B) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of Initial review report issued | Closing Date |
|---|------------------|-------------------|---|----------------------|---|---------------|------------------------------------|--|------------------------------|---|---|--------------------------------------|------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | | JaCER | Reported Company | | |
| No.022_2026, No024_2026, No025_2026 | May 13th, 2026 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Abuse of Authority | Within the company/group | The claimants submitted claims stating that, when recruiting a manager for a sports club operated by a company in which a member organisation has invested, the member organisation should verify whether the investee company has implemented appropriate measures to prevent harassment and carried out human rights due diligence. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.021_2026 | May 13th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Compliance Violation | Unfair Competition/Trading Practices | Against other stakeholders | The claimant argued that a member company was placing excessive demands on the workers of their business partner by refusing to accept necessary price increases and placing orders with tight deadlines, and lodged a complaint calling on the company concerned to take appropriate actions. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.020_2026 | May 12th, 2026 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | China | Working Hours | Excessive or Unreasonable Working Hours | Within the company/group | The claimant, who works for an overseas subsidiary of a member company, has lodged a complaint requesting an investigation and appropriate action, arguing that prolonged working hours resulting from staff cuts could lead to health and safety issues. | JaCER notified the regular member company concerned of the case details. Subsequently, as the claimant has indicated their intention to withdraw the claim, this case is hereby closed. | Case Closed | Case Closed | | 15-May-26 |
| No.018_2026 | May 10th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Privacy | Violations of the Right to Privacy | Against customers | The claimant, a customer of a member company, alleges that her/his personal information was collected inappropriately by staff at the shop in question. The claimant has also lodged a complaint alleging breaches of compliance in the handling of product returns, and are seeking an appropriate resolution, such as a refund. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.017_2026 | May 4th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Rights of People with Disabilities | Violations of the Rights of Persons with Disabilities | Within the company/group | The claimant alleged that, whilst employed by a member company under the scheme for the employment of persons with disabilities, her/his health deteriorated as a result of receiving guidance from her/his line manager that lacked reasonable accommodation. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.016_2026 | April 29th, 2026 | JaCER Website | Other | JaCER Member Company | Member company subsidiary/group company | South Korea | Gender | Human Rights Issues Relating to Gender (including Sexual Minorities) | In advertising and marketing | The claimant pointed out that a public event sponsored by an overseas group company of a member company present issues and risks relating to gender and sexual violence, and submitted a petition calling for improvements and enhancements to human rights due diligence when considering sponsorship. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |
| No.015_2026 | April 28th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | India | Remuneration and Wages | Non-Payment of Remuneration or Wages | Within the company/group | The claimant is an employee at one of the member company's overseas factories. She/He was not paid the bonus normally granted by the local management and suffered retaliatory measures following her/his complaint to the company. Furthermore, as the company has issues relating to health and safety in the workplace and violations of labour laws, the claimant lodged a complaint requesting an investigation into these matters and appropriate action. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response under consideration | | |

| Case Number | Date received | Reporting Channel | Claimant | Reported Company | Alleged Company | Case Location | Case Category (Issues A) | Case Category (Issues B) | Case Category (Relations) | Outline of Case | Progress | Status | | Date of initial review report issued | Closing Date |
|-------------|------------------|-------------------|---|----------------------|--|---------------------|--------------------------|---|---|---|---|--------------------------------------|------------------------------|--------------------------------------|--------------|
| | | | | | | | | | | | | JaCER | Reported Company | | |
| No.014_2026 | April 27th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Abuse of Authority | Against other stakeholders | The claimant works for a subsidiary of a member company but has been subjected to unreasonable behavior by a supervisor at work; since the internal reporting system is not functioning properly, the claimant filed a complaint seeking appropriate action. | JaCER notified the regular member company concerned of the case details. | Informed The Company Concerned | Fact-finding In Progress | - | |
| No.013_2026 | April 24th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Others | Other Issue | Against customers | The claimant is a consumer who purchased a product from a member company and has lodged a complaint regarding dissatisfaction with the quality of the product and the company's response. | JaCER notified the regular member company concerned of the case details. | Case Closed | Case Closed | - | 28-Apr-26 |
| No.012_2026 | April 23rd, 2026 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | Member company subsidiary/group company | Japan | Other Labour Issues | Other Labour 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. | Informed The Company Concerned | Fact-finding In Progress | - | |
| No.011_2026 | April 23rd, 2026 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company's business partner (supply chain company) | Japan | Harassment | Abuse of Authority | By other business partners | The claimant had been working as a temporary employee at a company affiliated with a member company; however, following the termination of her/his contract during the contract period, she/he filed a complaint seeking redress after being subjected to inappropriate behaviour by her/his line manager at that company. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response Under Consideration | - | |
| No.010_2026 | April 23rd, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Netherlands, Serbia | Compliance Violation | Violations of Internal Policies | Within the company/group | The claimant suffered unfair treatment and retaliatory measures from the member company regarding the payment of medical expenses for a family member. Furthermore, the claimant lodged a complaint alleging that a person involved had inappropriately disclosed her/his business information to an external party, and sought appropriate compensation and disciplinary action against the persons concerned. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response Under Consideration | - | |
| No.009_2026 | April 22nd, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | JaCER Member Company | Japan | Harassment | Abuse of Authority | Against other stakeholders | The claimant, who is a business partner of a member company, lodged a complaint strongly protesting against and demanding improvements regarding harassment allegedly suffered at the hands of a representative of the member company in the course of business. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response Under Consideration | - | |
| No.008_2026 | April 22th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company's business partner (supply chain company) | Malaysia | Others | Violations of Consumer Safety and the Right to Know | By other business 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. | Case Closed | Case Closed | - | 30-Apr-26 |
| No.007_2026 | April 21th, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Sexual Harassment | Within the company/group | The claimant, an employee of a group company belonging to a member company, was subjected to sexual harassment in the workplace. Furthermore, claiming to have suffered disadvantage in matters such as personnel transfers following her/his return from parental leave, she/he lodged a complaint with the company demanding appropriate action. | JaCER notified the regular member company concerned of the case details. | Initial review report in preparation | Response Under Consideration | - | |
| No.006_2026 | April 15th, 2026 | JaCER Website | Person affected by human rights violations(anonymity) | JaCER Member Company | JaCER Member Company | Japan | Others | Other Issue | Human Rights Violations Against Customers/Consumers | The claimant lodged a complaint regarding the services provided by the member company. | JaCER notified the regular member company concerned of the case details and concluded its response. | Case Closed | Case Closed | - | 16-Apr-26 |

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| | | | | | | | | | | | | JaCER | Reported Company | | |
| No.005_2026 | April 14th, 2026 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Malaysia | Compliance Violation | Violations of Internal Policies | Within the company/group | The whistleblower, who is believed to be an employee of a subsidiary of a member company, submitted a report enquiring about working arrangements. | JaCER notified the regular member company concerned of the case details and concluded its response. | Case Closed | Case Closed | - | 15-Apr-26 |
| No.004_2026 | April 7th, 2026 | JaCER Website | Representative of the rights holders(anonymity) | JaCER Member Company | Member company subsidiary/group company | Malaysia | Compliance Violation | Bribery and Corruption | Within the company/group | The complainant lodged a complaint requesting that the member company conduct an investigation and take appropriate action, on the grounds that a manager at one of its group companies had engaged in conduct that was inappropriate from a compliance perspective and that internal reports from employees had not been handled appropriately. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Response Under Consideration | 7-May-26 | |
| No.003_2026 | April 3rd, 2026 | JaCER Website | Other(anonymity) | JaCER Member Company | Member company subsidiary/group company | Russia | Harassment | Abuse of Authority | Within the company/group | The claimants are employees working at an overseas branch of the member company. As the claimants' line managers have been making unreasonable demands and imposing disciplinary measures on the employees, and the employees are being prevented from speaking out within the company, the claimant have lodged a complaint requesting that the member company take appropriate action. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding In Progress | 22-Apr-26 | |
| No.002_2026 | April 1st, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Abuse of Authority | Against other stakeholders | The claimant, who is an associate of a company that does business with a member company, lodged a complaint seeking appropriate action, arguing that the member company's habitual practice of placing orders with short lead times constituted power harassment against the relevant personnels at the partner company. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding In Progress | 21-Apr-26 | |
| No.001_2026 | April 1st, 2026 | JaCER Website | Person affected by human rights violations | JaCER Member Company | Member company subsidiary/group company | Japan | Harassment | Abuse of Authority | Against other stakeholders | The claimant was employed as a temporary worker at a group company of a member company; however, having been subjected to unreasonable demands by superiors at the workplace, she/he lodged a complaint requesting an investigation and appropriate action. | JaCER notified the regular member company concerned of the case details. | Initial review report issued | Fact-finding In Progress | 22-Apr-26 | |