

EXPO 2027 YOKOHAMA JAPAN

# **Grievance Mechanism for the Code of Sustainable Procurement (Summary Version)**

Created in October 2024  
Japan Association for the International Horticultural Expo 2027, Yokohama

## Summary of the Grievance Mechanism for the Code of Sustainable Procurement



- **The Grievance Mechanism was established in October 2024 to receive and properly address grievances/reports related to non-compliance with the Code of Sustainable Procurement (Procurement Code) formulated in January 2024.**
- In accordance with the **Handling Directions for the Grievance Mechanism (the Handling Directions)**, when it receives a grievance/report, **the Association will collect relevant information**, and **take appropriate measures to resolve the issue raised by the grievance/report** such as by **promoting dialogue between the parties concerned and requesting improvement measures.**

Structure of the Handling Directions	
1 Introduction	8 Reporting Procedure
2 Objectives	9 Report Content
3 Basic Principles	10 Grievance Mechanism Process
4 Implementation System	11 Reporting to Expert Committee for the Sustainable EXPO
5 Scope (Coverage)	12 Information Disclosure
6 Person/party Reporting	13 Public Relations
7 Period of Receiving Grievances/Reports	

## Introduction, Objectives, and Basic Principles of the Grievance Mechanism

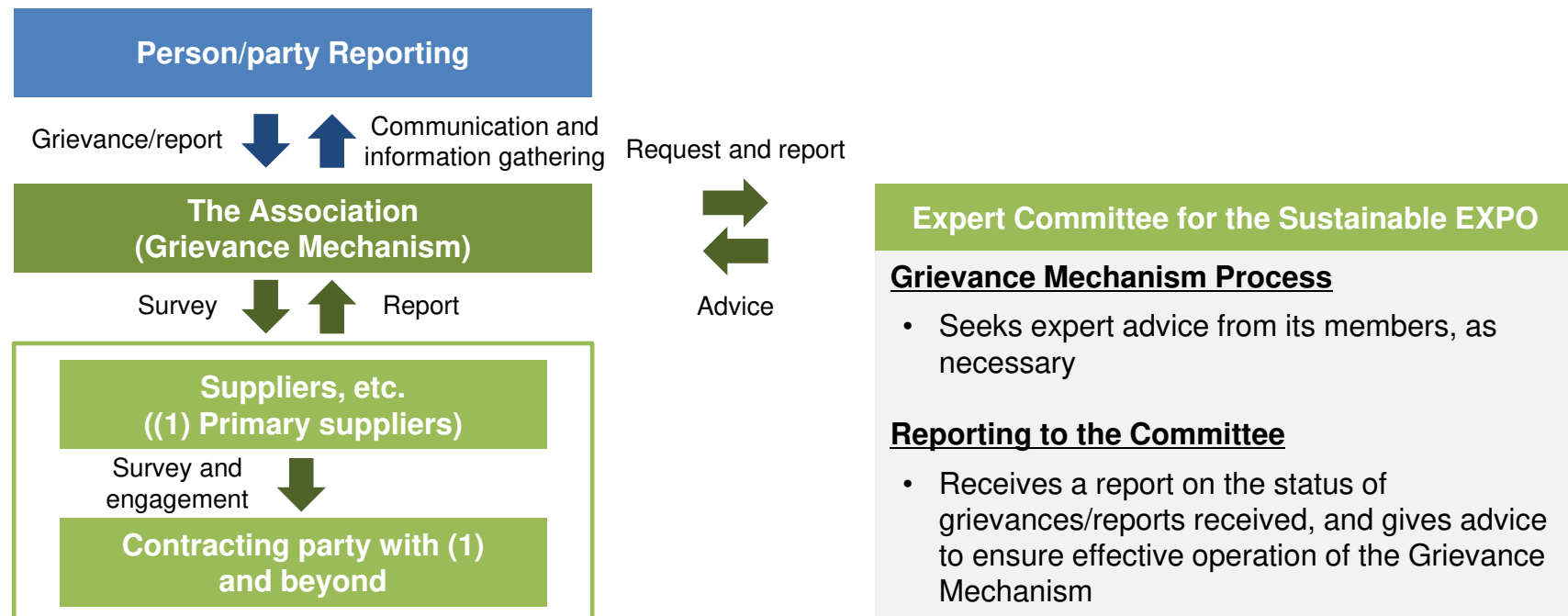


- The Grievance Mechanism for the Procurement Code is established **to implement necessary response measures to address grievances/reports, and to develop an appropriate solution by facilitating constructive dialogue between the parties concerned.**

Item	Summary
Introduction	<ul style="list-style-type: none"><li>• <b>The Grievance Mechanism for the Procurement Code is established and the Handling Directions is formulated</b></li></ul>
Objectives	<ul style="list-style-type: none"><li>• To receive grievances/reports on non-compliance with the Procurement Code and <b>to promptly and appropriately respond to these grievances/reports in a fair and transparent manner</b>; and</li><li>• In particular, <b>to develop an appropriate solution by facilitating constructive dialogue between parties concerned</b> to come up with agreed improvement measures to address problems caused by non-compliance with the Procurement Code</li></ul>
Basic Principles	<ul style="list-style-type: none"><li>• The Handling Directions are based on the following principles as stipulated in the “Effectiveness Criteria for Non-Judicial Grievance Mechanism” of the UN Guiding Principles on Business and Human Rights: <b>Legitimacy, accessibility, predictability, equitability, transparency, rights compatibility, sustainable learning sources, and engagement and dialogue</b></li></ul>

## Implementation System

- **The Suppliers, etc., particularly primary suppliers** are required to conduct supply chain surveys and encourage their supply chains to comply with the Procurement Code. Given this, they are expected **to fully understand the Handling Directions** and to **cooperate in their smooth implementation**.
- **The Expert Committee for the Sustainable EXPO gives advice upon request and in response to reports from the Association to ensure effective operation of the Grievance Mechanism.**



## Scope, Person/Party Reporting, and Period of Receiving Grievances/Reports



- **The scope of the Grievance Mechanism** covers **grievances/reports about non-compliance with the Procurement Code** in relation to goods, services, and works procured by the Association and exhibitors and licensed merchandise.
- **A person/party reporting is any party concerned or stakeholder who has been negatively affected or is likely to be affected in the future by non-compliance.**
- **The period for receiving grievances/reports is until December 31, 2027.**

Item	Summary
<b>Scope (Coverage)</b>	<b>Grievances/reports about non-compliance with the Procurement Code (including grievances/reports by those in the supply chain) with regard to the following:</b> <ul style="list-style-type: none"><li>• Goods, services, and works procured by the Association and licensed merchandise (including those procured from sponsors)</li><li>• Procured Goods, etc. procured by exhibitors, etc. in connection with the EXPO 2027 YOKOHAMA JAPAN</li></ul>
<b>Person/party Reporting</b>	<ul style="list-style-type: none"><li>• <b>Any stakeholders</b> (including their agents), such as parties concerned who have been negatively affected or are likely to be negatively affected in the future as a result of non-compliance with the Procurement Code</li></ul>
<b>Period of Receiving Grievances/Reports</b>	<ul style="list-style-type: none"><li>• <b>From the day the Grievance Mechanism is established until December 31, 2027</b></li><li>• Even if the fact of non-compliance with the Procurement Code occurred before the period of receiving grievances/reports, it may be treated as a case eligible for the Grievance Mechanism</li></ul>

# Reporting Procedure and Report Content



- The person/party reporting **provides information in the Reporting Form and submits it via e-mail to the Association\*1.**

## Information to be provided in the Reporting Form

Form 1

Reporting Form for the Grievance Mechanism  
for the Code of Sustainable Procurement<sup>1</sup>

To: Japan Association for the International Horticultural Expo 2027, Yokohama

Date: / /

(1) Name, address, contact details (e.g. phone number, e-mail address) of person/party reporting <sup>2</sup>	
a. Name	
b. Address	
c. Phone number	< >
d. E-mail address	@
e. Would you prefer to remain anonymous in the process? <sup>3</sup>	(Encircle one) Yes - No
(2) Information about the person/party reported <sup>4</sup>	
a. Name	
b. Address and contact details (Phone number, e-mail address)	
c. Relationship between the person/party reporting and the person/party reported	
(3) Information regarding the Procured Goods, etc. procured by the Association or exhibitors, etc.*	
a. Type and name of Procured Goods, etc.; name of manufacturer/distributor/seller of the Procured Goods, etc.; or unique characteristics of the Procured Goods, etc. for products difficult to distinguish only by their name	
b. Time the product was manufactured/delivered, lot number, and other detailed information	

<sup>1</sup> Clarification may be required, if necessary information is missing in the Reporting Form.  
<sup>2</sup> Real name and contact details must be provided. This information will not be disclosed, unless ordered by law. It is possible to request anonymity in the process, if you so wish.  
<sup>3</sup> The "person/party reported" refers to the party/person that is believed to be in non-compliance (or facts exist that lead to suspicion of non-compliance) with the Procurement Code according to the submitted grievance report.  
<sup>4</sup> Please provide as much detail as possible.

1

- (1) Name, address, contact details (e.g. phone number, e-mail address) of person/party reporting\*<sup>2</sup>
- (2) Information about the person/party reported
- (3) Information regarding the Procured Goods, etc. procured by the Association or exhibitors, etc.
- (4) Detailed information about the negative impact(s) experienced by the person/party reporting
- (5) Detailed facts of non-compliance and the provision of the Procurement Code, based on which the non-compliance is claimed
- (6) Causal relationship between the Procurement Code non-compliance and negative impact(s)
- (7) Solution expected by the person/party reporting
- (8) Record of dialogue with the person/party reported
- (9) Whether or not it corresponds to a case pending in another conflict resolution procedure or a case where procedures in the Grievance Mechanism are currently ongoing

\*1 Submission by post is acceptable for those who have difficulty accessing the Internet. The language of the report should be Japanese or English.

\*2 This information will not be disclosed, unless ordered by law. It is possible to request anonymity during the process.

## Grievance Mechanism Process and Information Disclosure, etc.



- **The standard process of handling grievances/reports received is shown in Nos. (1) - (6) below.**  
The standard processing period is about 2 months.
- The status of processing the grievance/report is **reported to the Expert Committee for the Sustainable EXPO** and the members are asked to provide advice as necessary.
- **In principle, a summary of a grievance/report is disclosed on the Association's website.**

Grievance Mechanism Process	(1) Reception of Grievances/Reports	<ul style="list-style-type: none"> <li>• The person/party reporting provides information in the Reporting Form and submits it via e-mail to the Association.</li> </ul>
	(2) Examination of Whether to Initiate a Process for Grievances/Reports	<ul style="list-style-type: none"> <li>• The Association examines the grievance/report and decides on and notifies the person/party reporting whether to initiate the process of the Grievance Mechanism.</li> </ul>
	(3) Compilation of Information	<ul style="list-style-type: none"> <li>• The Association collects necessary information from the person/party reporting and the person/party reported through interviews, relevant documents and field surveys.</li> </ul>
	(4) Dialogue between the Parties Concerned	<ul style="list-style-type: none"> <li>• The Association organises and presents relevant facts and discussion points and facilitates smooth implementation of dialogue in order to obtain a voluntary agreement between the parties concerned.</li> </ul>
	(5) Improvement Measures	<ul style="list-style-type: none"> <li>• If non-compliance is found, the person/party reported is required to take improvement measures.</li> <li>• The person/party reported submits an improvement plan to the Association, works on it and reports their efforts to the Association.</li> </ul>
	(6) Completion of the Case	<ul style="list-style-type: none"> <li>• After receiving the report from the person/party reported, the Association decides on the completion of the process and notifies relevant parties of the closing of the case.</li> </ul>
Reporting to the Expert Committee for the Sustainable EXPO		<ul style="list-style-type: none"> <li>• A summary of the status of grievances/reports received in the Grievance Mechanism and results is reported to the Committee.</li> </ul>
Information Disclosure		<ul style="list-style-type: none"> <li>• In principle, a brief summary, status of the process, and summary of the result of grievances/reports received are published on the Association's website.</li> </ul>
Public Relations		<ul style="list-style-type: none"> <li>• The Association strives to widely disseminate the Grievance Mechanism by publishing the Handling Directions on its website.</li> </ul>



## To Contact the Grievance Mechanism for the Procurement Code

---



- Please describe your concern in **the Reporting Form (a Word file) found on the Association's website** and **submit the form by e-mail or send it by post.**

<https://expo2027yokohama.or.jp/en/about/sustainability/>

✓ E-mail: [sustainability@expo2027yokohama.or.jp](mailto:sustainability@expo2027yokohama.or.jp)

✓ Address:

7F, Matsumura Building, Sumiyoshi-cho 1-13, Naka-ku, Yokohama 231-0013 Japan  
Sustainability Management Division,  
Japan Association for the International Horticultural Expo 2027, Yokohama

✓ Telephone: +81-45-307-2107 (Sustainability Management Division)