

Q & A

Q

Do I have to write my name when I make a report? I don't want the reported party to know who I am...

A

You must enter your real name in the Whistleblowing Form, but it will not be disclosed to the reported party. When filling out the form, please select "Yes" for the question "(5) Do you wish to remain anonymous during this reporting process?"

Q

Can I make a report via phone?

A

Unfortunately, we do not accept any reports by phone. To ensure that all reports are properly documented, we only accept submissions by email or post.

Q

Can any cases be reported?

A

We may decide not to initiate the process if proceeding with it is deemed inappropriate - for example, if essential details are missing, if the same grievance has already been reported, if the case is already under dispute in other procedures, or if the report is made solely with malicious or defamatory intent.

In this case, we will inform the whistleblower that we will not start the process, and, if applicable, advise them of alternative grievance channels.

- ※ A Whistleblowing Form is available on the Organiser of the World Expo 2025's website.
- ※ The overview and processing status of the submitted reports will be posted on the website.
- ※ If you do not wish for your information to be disclosed, please inform us.

For more details, please visit the Code of Sustainable Procurement page on the organiser's website:

<https://www.expo2025.or.jp/en/overview/sustainability/>

WHISTLEBLOWING SECTION FOR THE CODE OF SUSTAINABLE PROCUREMENT

I have been harassed/ discriminated against at work...

Are you facing any concerns such as...?

Overtime pay has not been paid...

The raw materials might have been procured illegally...

I am being forced to work long hours against my will...



Whistleblowing Section

The Whistleblowing Section serves as a contact point for anyone to report non-compliance with, or concerns regarding, the Code of Sustainable Procurement at Expo 2025 Osaka, Kansai, Japan.

The Whistleblowing Section accepts reports of non-compliance with the Procurement Code and take necessary actions to resolve the issues, including facilitating dialogue between parties.

※What is the “Code of Sustainable Procurement” ?

To ensure sustainable operations at Expo 2025 Osaka, Kansai, the Code of Sustainable Procurement has been established. This code outlines standards and how to ensure for ensuring sustainability throughout the procurement process for goods and services. For more information, please visit:

<https://www.expo2025.or.jp/en/overview/sustainability/>

Whistleblowing Section Opening Period:

Until: December 31, 2025

Scope of this Whistleblowing Section:

Non-compliance or suspected non-compliance with the Code of Sustainable Procurement regarding Goods, services and Licensed merchandise products procured by the Organiser of the World Expo 2025. (including those procured by sponsors, management bodies of pavilion organisers and others in connection with the Expo).

How to Report? ※ The whistleblowing form is available on the website.

- E-mail address : grievance@suscode.expo2025.or.jp
- Mailing address: Japan Association for the 2025 World Exposition Sustainability Bureau, Sustainability Department, Sakishima Building, 1-14-16 Nanko Kita, Suminoe-ku, Osaka-shi, Osaka, Japan 559-0034
- Accepted Languages : Japanese, English and French (Please note that subsequent communication will be conducted in Japanese and English.)

Information Required When Reporting

- The whistleblower's name (your name), address, and contact details (This information will not be disclosed to the reported party if you choose to remain anonymous.)
- Information regarding the reported party (an individual or company that is in non-compliance with the Procurement Code) and details of the non-compliance.
- Information regarding the goods, services or licensed merchandise procured by the Organiser of the World Expo 2025.

Reporting Process

