

Result report (Grievance Mechanism for the Code of Sustainable Procurement)

No.	5
Date of Reception	18-4-2025
Summary of the Report	Allegations regarding unfair treatment by a pavilion Organiser and other entities
Status/Results	On March 19, 2026, the Organiser of the World Expo 2025 notified the whistleblower that the processing procedures had been terminated, and the procedure at this Whistleblowing Reception Desk was terminated.
Process History	<p>The Whistleblowing Section received the whistleblowing form from the whistleblower on April 18, 2025. The whistleblower alleged that the following issues at their workplace constituted non-compliance with the Procurement Code: 1) harassment and discrimination, 2) inadequate initial response to an injury, 3) unfair dismissal, and 4) incomplete payment of wages.</p> <p>Based on the advice of the Advisory Group Members, the Whistleblowing Section decided to commence processing on April 30 and notified the reporter of this decision. Additionally, to obtain impartial advice during the case processing, an Advisory Committee consisting of three experts was established. Furthermore, to verify the facts regarding whether the whistleblowers allegations constituted non-compliance with the Code of Sustainable Procurement (hereafter referred to as “the Code”), Whistleblowing Section conducted interviews (via telephone, online conference, or in person) with the whistleblower (1 person), the reported parties (2 companies), and witnesses (3 persons), and also conducted on-site visits.</p> <p>Based on the results of the information gathering, the Advisory Committee determined that, of the four issues raised by the whistleblower (harassment and discrimination, inadequate initial response to an injury, unfair dismissal, and incomplete payment of wages), two issues (unfair dismissal and incomplete payment of wages) may constitute a non-compliance of the Code. Accordingly, on August 21 and 22, 2025, the Whistleblowing Section issued the Advisory Committee’s Opinion to both the whistleblower and the reported parties, informing them of this determination. The Advisory Committee’s Opinion regarding each issue is as follows:</p> <ul style="list-style-type: none"> ● Issue 1 (Harassment and Discrimination) and Issue 2 (Inadequate Initial Response to Injury): As the claims of the whistleblower and the reported party differ, further factual determination cannot be made. If this issue persists, the determination of these facts should be made through legal proceedings. Regarding Issue 2, as doubts remained from the perspective of the employer’s duty of care regarding safety, the reported parties are required to reaffirm their health and safety responsibilities, including initial response to injuries, and ensure an environment where workers can report incidents and receive necessary treatments without hesitation. ● Issues 3 (Unfair Dismissal) and 4 (Incomplete Payment of Wages): There is a possibility of non-compliance with the Procurement Code, and it is strongly recommended that the reported party with a direct employment relationship engage in

	<p>dialogue with the whistleblower.</p> <p>Based on the Advisory Committee’s opinion, from September 2025 to February 2026, the Whistleblowing Section made continuous efforts to seek a resolution through dialogue, including contacting and requesting the reported party to engage in dialogue on 20 separate occasions. In parallel with this, the following measures were implemented:</p> <ul style="list-style-type: none"> ● The Advisory Committee discussed the detailed investigation requested by the whistleblower with the Whistleblowing Section and rejected the request, as the investigation results would not affect the conclusion. ● Since no response was received from the reported party regarding the dialogue, prior to the dialogue with the whistleblower, the Whistleblowing Section proposed an online meeting among the Whistleblowing Section, the Advisory Committee, and the reported party, and provided a detailed explanation of the Advisory Committee’s views. <p>Subsequently, the reported party expressed a desire to contact the whistleblower directly without going through the Whistleblowing Section, but the whistleblower wished to engage in dialogue through this Whistleblowing Section. Therefore, the Whistleblowing Section urged the reported party to conduct a dialogue with the Whistleblowing Section’s presence; however, no agreement was reached between the two parties during the Whistleblowing Section’s operational period, and the dialogue did not take place.</p> <p>On March 19, 2026, the Whistleblowing Section notified both the whistleblower and the reported parties of the options available for future actions, such as seeking assistance from a specialized consultation service or pursuing legal proceedings and informed them that this Whistleblowing Section would terminate this case at the Whistleblowing Section.</p>
Remarks	