

Appendix 1: Initiatives implemented by each implementing body (department)

Lists the initiatives of each department as of the first edition (published in April 2023)

Initiatives related to "People "

Future society	External collaboration	<ul style="list-style-type: none"> Building an area that utilises various technologies to realise Society 5.0 Implement barrier-free venue facilities to the maximum possible extent.
	Manual	<ul style="list-style-type: none"> Creation of Universal Design Guidelines Consider the use of pictograms, signage and audio guides. The Safety Measures Council (Disaster Prevention Subcommittee) will review past cases and reflect them in plans and manuals for crisis management. Establish a sales method scheme that is easy for people with disabilities and low IT literacy to purchase.
	Equipment	<ul style="list-style-type: none"> Consider the establishment of spaces for people with intellectual, mental, and developmental disabilities. Consider measures such as blocks for guiding people with visual disabilities. Consider the establishment of nursing rooms for users with children. Consider the establishment of resting benches for the elderly. Regarding toilets, a variety of barrier-free toilets were installed for various users, and large booths for ostomates and children were installed in the general toilets for both men and women. To support the movement of visitors, an EV bus was introduced to patrol the venue. Vehicles that are easy to get on and off are operated Shuttle buses are operated to ensure smooth commuting when commuting by public transportation is inconvenient for official participants from their lodgings to the venue
	Providing Information	<ul style="list-style-type: none"> For information displays and announcements at the Expo site, consideration is given to the use of multilingual notation and pictograms, and the introduction of guidance using technology that displays voice in multiple languages and characters (digital signage) Construction of an official website with consideration for security Consideration is given to GDPR and cookie support to operate a website that takes into account the handling of personal information Formulation and distribution of visual identities to recommend publications and productions based on rules
	Visitor support	<ul style="list-style-type: none"> Support to assist visitors who are unfamiliar with IT, such as touch panel input, by providing input assistance at the gates and information centres. During the "Future Society Showcase" event, multilingual machine translation will be utilised. Cooperation with ticket sales companies will be undertaken to promote ticket sales so that Expo 2025 is selected as a destination for school trips and field trips. Consideration will be given to establishing lanes for people with disabilities, providing multilingual signage and introducing equipment designed to reduce stress during security checks. EV buses that allow wheelchair users to board and disembark smoothly will be used within the venue and, as a consideration for visitors and related parties, pictograms and multilingual signage for guide signs will be considered.

Initiatives related to " Planet "

Decarbonisation		<ul style="list-style-type: none"> Estimate greenhouse gas emissions according to expo related activities Adoption of the Comprehensive Assessment System for Built Environment (CASBEE)
	Technology Introduction	<ul style="list-style-type: none"> Contribute to the reduction of CO₂ emissions by introducing DAC technology that captures CO₂ from the atmosphere, storing the captured CO₂ underground, fixing it in concrete, and using it as a raw material for CCU (Carbon Capture and Utilization) such as methanation. Utilize carbon-neutral electricity generated using hydrogen and ammonia, which do not emit CO₂ during combustion.
	Construction	<ul style="list-style-type: none"> Construct facilities with energy conservation in mind, such as reducing lighting loads through natural lighting and reducing air conditioning loads through insulation and ventilation. Construction machinery and methods with low emissions, low noise and low vibration will be used whenever possible. When equipment is selected, priority will be given to products with the highest available energy efficiency and, where applicable, products that meet specified energy efficiency standards. Energy efficient equipment and facilities such as LED lighting and high performance air conditioning equipment will be adopted. Energy efficient equipment with low energy consumption will be actively introduced. Construction related vehicles will be operated efficiently and eco driving will be promoted.



	Association Management	<ul style="list-style-type: none"> Power saving settings on multifunction devices are to be applied when leaving work and lights are to be turned off during lunch breaks. When travelling on business, association staff are required to use public transportation as a rule.
	Expo Site Operation	<ul style="list-style-type: none"> To reduce CO₂ emissions, collaboration with relevant government agencies will be undertaken to encourage private businesses to introduce Electric or Fuel-celled buses for access to the Expo. Introduce as many environmentally friendly vehicles as possible, such as electric or fuel cell vehicles, for the transportation of association staff and domestic and international pavilion exhibitors. Strive to provide optimal visitor transportation by providing information services to visitors. Support for exhibitors' carbon neutral initiatives.
	Energy Management	<ul style="list-style-type: none"> Promote energy conservation by understanding and managing energy demand through the introduction of an energy management system and by understanding and optimising the actual usage of lighting and air conditioning in each facility. Controlling equipment within the venue using an energy management system (including VPP technology).
	Transportation	<ul style="list-style-type: none"> Placement of personal mobility devices and establishment of usage rules will be implemented. Policies for transport demand management will be formulated and executed. Visitor transportation routes will be set. The Council for Transportation Measures for Visitors will be established and a visitor transportation plan will be formulated to ensure smooth visitor transportation. When transporting goods and waste, operation plans will be formulated in advance and efficient transport routes will be secured, with transport carried out in accordance with road congestion conditions. CO₂ emissions will be reduced by thoroughly applying eco driving, including idling stops during transportation within the facility. Park and ride will be implemented to reduce CO₂ emissions from private cars.
	Visitors and Enlightenment	<ul style="list-style-type: none"> Through nudge and digital initiatives, visitors will be encouraged to voluntarily change their mindset and behaviour. Exhibitions will be provided to promote understanding of environmental energy technologies and technologies and mechanisms that contribute to carbon neutrality. Consider making visible to visitors the use of CO₂-free power sources inside and outside the venue and the control using the energy management system of equipment inside the venue. Initiatives will be implemented to visualise data and figures. Public relations and awareness raising activities will be carried out.

Resource Circulation		<ul style="list-style-type: none"> Building an Expo site that takes into consideration as much as possible the global environment and the effective use of resources.
	Construction	<ul style="list-style-type: none"> Simplify and lighten buildings and reduce the amount of building materials used to maximum possible extent. Use building structures and construction methods that make it easy to separate materials when dismantling to maximum possible extent. Promote the use of renewable resources such as wood to maximum possible extent. Reuse materials and equipment to maximum possible extent. Promote the reduction, reuse and recycling of construction materials as much as possible and strive to reduce the amount of waste sent to final disposal. Compliance with recycling and reduction rates stipulated in the Construction Recycling Promotion Plan (Ministry of Land, Infrastructure, Transport and Tourism). Recommendation to use recyclable building materials. Make effort to use recycled materials in parking lot construction. Use of recycled construction materials (Green Purchasing Law designated procurement items, Eco Mark certified products)
	Association Management	<ul style="list-style-type: none"> Purchase environmentally friendly equipment and fixtures, attach "for Association use" or "shared" stickers to equipment and increase the amount of equipment that can be shared. Switch to refillable products and focus on recycling and reuse Select office supplies that comply with the Green Purchasing Law
	Plastic	<ul style="list-style-type: none"> To limit the use of plastic shopping bags, distribution is being reduced and non plastic materials such as paper bags are being used. Businesses are encouraged to use paper and biodegradable plastics for tableware and packaging that cannot be reused. Biodegradable containers will be used for food service and visitors will separate the resulting waste. These containers will be biodegraded by microorganisms to produce bioethanol, which will then be used to generate energy in fuel cells, demonstrating resource circulation within the venue. Businesses are encouraged to reuse tableware and drinking cups.



Food	<ul style="list-style-type: none"> To support the realisation of a circular economy at the Expo, technologies that contribute to zero food waste such as food demand forecasting and the utilisation of food waste (including biogas production and composting) will be introduced through demonstration and practical implementation. Measures to reduce waste generation will be considered, including food demand forecasting and limiting the use of containers and packaging, to reduce the amount of waste generated at the Expo.
	Operation <ul style="list-style-type: none"> Predict the number of meals according to the number of visitors, Optimise the inventory, Control over number of meals cooked. Awareness-raising activities to encourage visitors to finish their food and order appropriate portions. To provide unused food through food banks and food sharing to reduce waste.
	Technology <ul style="list-style-type: none"> Food waste generated at the venue will be converted into biogas through methane fermentation (methanation), contributing to securing carbon-neutral gas and improving the recycling rate of food waste.

Resource Circulation	Paper <ul style="list-style-type: none"> To Reduce paper usage by introducing electronic contracts. To promote electronic approval. Paperless operations through online meetings. Use of two-up or double-sided printing. Admission tickets will be issued electronically and paper tickets will be eliminated to maximum possible extent, contributing to the reduction of deforestation.
	Rental / Lease <ul style="list-style-type: none"> Formulate rental and leasing plans for security equipment. When procuring items for venue preparation, rental or lease methods will be used as far as possible and the items will be reused after the period has ended. Consider renting and reusing gate equipment and pavilion entrance equipment to maximum possible extent. Formulate a procurement plan to maximise the use of leasing and rental of network equipment. Use rental equipment at event facilities. Use rental, lease and second-hand items as much as possible in venue preparation.
	Operational Waste <ul style="list-style-type: none"> To contribute to the realisation of a circular economy at the Expo, consideration will be given to introducing technologies that support zero waste. These include demonstrating the recycling of biodegradable containers made from biomass that can be used to serve and sell food and beverages, demonstrating resource circulation centred on waste treatment and recycling technologies and introducing a waste collection and nudge system. To ensure a comfortable visitor experience, the sub-stockyard and main stockyard will be appropriately located, taking into consideration the flow of waste collection and discharge and recycling. Weighing and digitising waste through contracts with industrial waste handling companies For waste that is difficult to recycle, thermal recovery through incineration should be pursued as much as possible to minimize landfill disposal. Reuse equipment purchased at event facilities as much as possible Uniforms worn by staff and volunteers will be made with sustainable materials and will take heat into consideration. Recycling recyclable materials such as paper waste and plastic waste
	Awareness-raising <ul style="list-style-type: none"> Encourage visitors to bring their own bags to conserve resources. Encourage visitors to bring their own eco-bags and to take home any items they bring with them. Provide information about sorting in advance on official websites. In addition to making waste-sorting signage easier to understand, efforts will be made to strengthen communication to visitors and participants to encourage proper sorting. Encourage pavilion exhibitors and sponsors to procure environmentally friendly materials. Sustainable resources and raw materials will be used for PR related goods and licensed goods and briefing sessions will be held for each business and licensee through MLO operators to support the procurement, production and sale of materials. Consider stockpiling methods and systems based on interviews with related companies and organisations.
Natural Environment	Site Construction <ul style="list-style-type: none"> To preserve and create the natural environment to the maximum possible extent (initiatives for environmental impact assessments, such as the preservation of important species).
	Operation <ul style="list-style-type: none"> Switch to a highly biodegradable neutral detergent. Detergents used at restaurants within the venue are recommended to be made from natural ingredients. In food and beverage establishments, operators should install grease traps and clean them regularly.



Initiatives related to " Prosperity "

Procurement Code	<ul style="list-style-type: none"> With regard to procurement (supply chain), initiatives for sustainable procurement are being implemented through the Code of Sustainable Procurement and Whistleblowing Section. The Contract Affairs Review Board is established to investigate and deliberate on contract affairs exceeding the standard amount for services and procurement of goods ordered by the Association. 	
	Dissemination of the Procurement Code	Briefing sessions (or preparing and distributing explanatory materials, etc.) for exhibitors, sponsors and related parties to disseminate the Procurement Code
		Briefing sessions for suppliers, licensees, Pavilions operators, etc. are held at Expo Association to disseminate the Procurement Code
Compliance with the Procurement Code	<ul style="list-style-type: none"> Development and Publication of Pavilions Type A Construction Guidelines Special Regulations 4 Development and Publication of General Service Guidelines Special Regulations 10 Development and Publication of Commercial Guidelines Special Regulations 9 	
Providing information	Disseminate information about sustainability initiatives through owned media such as the official website and official social media.	

Initiatives related to " Peace "

Inclusiveness	Providing information	In cooperation with the Public Relations Department, we will devise and disclose information on the Association website in order to create wide participation in events.	
Safe and Secure Environment	Health	Consideration of heat measures for spectators, such as the establishment of water supply spots	
		<ul style="list-style-type: none"> Conference on the Health of Venues (reorganized from the Conference on Infectious Disease Measures), inviting infectious disease experts, etc., and reflected in measures on both the hard and soft aspects Appropriate provision of weather information, call for replenishment of drinking water, distribution of sunshades, medical relief facilities, and appropriate deployment of ambulances 	
	Working Environment	<ul style="list-style-type: none"> To visualise progress by utilising the intranet. Establishment of a contact point for reporting on sustainability-oriented procurement codes, and establishment of a system to receive and respond to reports on non-compliance with procurement codes such as the labour environment Distribute a map showing the location of multi-purpose toilets upon arrival. Disinfect utensils and hands in government buildings as needed 	
		Mental Care	<ul style="list-style-type: none"> Hold health seminars and provide health counselling by industrial physicians Conduct stress checks Establish contact points to ensure a non-discriminatory and tolerant work environment and a safe and healthy work environment Establish mental health counselling points to deal with mental problems that may increase due to the increase in work activities in addition to harassment incidents Enhance employee training to prevent harassment incidents and ensure compliance
		Work Style	<ul style="list-style-type: none"> Thorough management of working hours (long working hours, paid leave income rate, etc.) and establishment of a NO overtime day (set one day per month for each individual) Taking one or more days off per month Achieving diverse working styles by staggered working hours and working from home
Communication	<ul style="list-style-type: none"> Establish a system to appropriately identify and communicate human rights abuses and labour issues Hold regular meetings to exchange opinions with executives. Promote free address systems in departments where possible to stimulate communication within the department. 		



Safe and Secure Environment	Working Environment	Gender	<ul style="list-style-type: none"> To support gender balance, the gender ratio of the pavilion exhibitor selection committee will be taken into consideration. [Considerations in the design of staff and related personnel uniforms] "Diversity" will be adopted as one of the design principles for staff uniforms and unisex designs will be incorporated.
			<ul style="list-style-type: none"> Staff and volunteers are hired without regard to age, gender, nationality or disability. Volunteers are recruited without regard to age, gender, nationality or disability.
		Consideration for Religion/Culture	<ul style="list-style-type: none"> Multipurpose spaces for visitors and staff to accommodate diverse religious cultures Implementation of medical care and security with consideration for religion and gender Provision of food and drink with consideration for religion and culture

Initiatives related to " Partnership "

Participation		<ul style="list-style-type: none"> An online virtual Expo to be developed to enable individuals who wish to attend in person but are unable to do so to experience the Expo. To provide equal opportunities for all companies and organisations to participate, an information session on participation in the Expo will be held. To support the development of a nationwide system for exhibiting and participating in the Expo led by local governments, information on participation will be publicised in all prefectures across the country and assistance will be provided to help organise participation projects. Regular liaison meetings to be held with stakeholders (METI, Osaka Prefecture and Osaka City). As the secretariat for regular meetings with METI, the Promotion Headquarters, Osaka Prefecture and Osaka City, agendas necessary for promoting ESMS will be set. Revising universal design guidelines through participation of persons with disabilities Conducting collaborative exhibitions with universities and companies Building producer-company and business-to-business partnerships through joint projects Coordinating the conclusion of comprehensive partnership agreements and other documents between the Association and other organizations
	Providing opportunity	<ul style="list-style-type: none"> Strengthen cooperation among the general public, companies, and local governments and disseminate information by encouraging companies participating in the Co-Creation Partners and by conducting EXPO PLL TALKS, etc.
		<ul style="list-style-type: none"> Promote participation in the TEAM EXPO 2025 program through local governments and companies already participating in the program Promote clarification and explanation of the relationship between TEAM EXPO 2025 program participants' activities and SDGs
Providing information		<ul style="list-style-type: none"> Share information on sustainability through briefing sessions for sustainability managers and staff in each department within the Association. Collaboration and exchange of opinions regarding sustainability will be promoted when implementing events organised by the organisers. Logos and characters will be utilised on PR-related goods and licensed goods. Regular information sharing will be carried out to support information dissemination through each ambassador's events and social media. Information will be shared to support dissemination of event information and social media communication for each special supporter. Information related to the SDGs will be disseminated on social media and through PR and awareness raising activities. Information will be shared with nature conservation organisations.
	Promotion of Understanding	<ul style="list-style-type: none"> Outside the Association To ensure that people with disabilities and diverse needs can enjoy the Expo, relevant organisations will be requested to participate in accessibility planning. To promote broader understanding of the Expo theme, participation will be undertaken in events and seminars held by local governments and awareness raising activities will be implemented. Programmes to promote and disseminate understanding of sustainability will be introduced at memorial events. To ensure that people with disabilities and diverse needs can enjoy the Expo, relevant organisations will be requested to participate in accessibility planning. To promote broader understanding of the Expo theme, participation will be undertaken in events and



		seminars held by local governments and awareness raising activities will be implemented.
	Within the Association	<ul style="list-style-type: none"> · In training sessions (group training and e-learning) for all staff and volunteers, opportunities will be provided to learn about the concept of D&I (Diversity and Inclusion) and the basic stance and methods of support. · In training sessions (group training and e-learning) for all staff and volunteers, the concept of sustainability for the Expo and sustainability initiatives that each volunteer can put into practice will be introduced to encourage action towards the realisation of a sustainable Expo. · Follow-up of progress on major sustainability milestones (in conjunction with project management activities) · Education of all staff on the importance of sustainability at the Expo · Support the ISO20121 certification and operation of the Association's ESMS by identifying and regularly updating requirements · Establish, revise, and maintain regulations governing the ISO20121 certification and operation of the Association's ESMS · Encourage staff to understand the regulations governing the ISO20121 certification and operation of the Association ESMS and related laws and regulations · Establish a compliance system



Appendix 2: Human Rights Policy of Japan Association for the 2025 World Exposition

1. Preamble

In the international community, the United Nations (UN) Guiding Principles on Business and Human Rights are gaining support. The 2030 Agenda for Sustainable Development, which centres around the Sustainable Development Goals (SDGs), was adopted at the UN General Assembly in 2015, and requires business activities to follow the above guiding principles, labour standards of the International Labour Organization (ILO), and other agreements, as well as comply with standards for workers' rights and environmental and public health.

Japan Association for the 2025 World Exposition ("Organiser of the World Expo 2025") recognises that the human rights of each individual involved in Expo 2025 Osaka, Kansai, Japan ("Expo") must be respected to materialise the Expo's theme "Designing Future Society for Our Lives" and will respect the human rights of all people who engage in the Expo project to achieve the SDGs by 2030.

World Expositions are created by people convening and cooperating from countries worldwide. Given this characteristic, the Organiser of the World Expo 2025 will establish specific frameworks that aim to resolve human rights issues, including the prevention and reduction of adverse impacts on human rights and the remediation of any human rights abuses that occur. From the pre-Expo preparatory period up to the Expo period, the Organiser of the World Expo 2025 will domestically and internationally communicate diverse ideas based on the theme through various exhibitions and respective events on the respect of human rights. Even after the Expo, it will strive to communicate these ideas broadly to society.

This policy, positioned under the Sustainability Policy of Expo 2025 Osaka, Kansai, Japan, serves as the foundation for other policies and regulations. It will be applied to the Secretary General of the Organiser of the World Expo 2025, and subordinate executives and staff (including temporary and contract employees), as well as the Chairperson of the Organiser of the World Expo 2025 and subordinate officers. Additionally, the Organiser of the World Expo 2025 also expects the broader wide range of Official Participants, exhibitors, and suppliers who will cooperate in the Expo to support this policy.

2. Respect for Human Rights

The Organiser of the World Expo 2025 will comply with laws and regulations and engage in fair and sincere business activities based on social norms. It understands and respects internationally recognised human rights, including those in the International Bill of Human Rights (Universal Declaration of Human Rights, International Covenants on Human Rights) and the ILO Declaration on Fundamental Principles and Rights at Work. In addition, it respects international guidelines, including the UN's Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct, and the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy. If laws and regulations conflict with internationally recognised human rights, the Organiser of the World Expo 2025 will, while complying with laws and regulations, respect internationally recognised human rights to the greatest extent possible.

3. Conduct of Human Rights Due Diligence

The Organiser of the World Expo 2025 will develop and continuously implement a human rights due diligence framework that is in line with the UN's Guiding Principles on Business and Human Rights. Human rights due diligence is a continued process that aims to prevent or mitigate the Expo project's adverse impacts on society, in terms of human rights, the environment, and business practices, by performing preventive investigations and identification, remediating the adverse impacts using appropriate means, and externally disclosing the progress and results.

4. Engagement with Stakeholders

The Organiser of the World Expo 2025 will engage in continued dialogue with many relevant stakeholders. It will appropriately address opinions and requests received and strive to build sound relationships.

5. Expectation and requirement for Participants and Suppliers

The Organiser of the World Expo 2025 also expects the wide range of the Official Participants,



exhibitors, and suppliers who will cooperate in the Expo to support this policy. Additionally, it will require such parties to comply with the separately set forth Code of Sustainable Procurement in procuring goods and services.

6. Access to Remedy

The Organiser of the World Expo 2025 will establish a framework (grievance mechanism) to appropriately address inquiries and reports concerning this policy. In coordination with other consultation contact points, the grievance mechanism will take privacy into account to prevent any disadvantages to the consulting party.

If it is found that the officers or staff of the Organiser of the World Expo 2025 or the activities of the Expo project cause or contribute to adverse impacts on human rights, the Organiser of the World Expo 2025 will appropriately address such impacts and provide effective remedy.

7. Education and Training

The Organiser of the World Expo 2025 will provide the necessary education and engage in capacity building so that each employee, volunteer, and staff of the Organiser of the World Expo 2025 can act in line with this policy. Additionally, the Organiser of the World Expo 2025 will communicate its arrangements, including the Code of Sustainable Procurement to Official Participants, exhibitors, and suppliers, and provide education as needed.

8. Disclosure and Communication of Information

The Organiser of the World Expo 2025 will periodically report initiatives for the respect of human rights that are based on this policy and the progress of such initiatives in various reports and on its website to communicate them to visitors and the broader general public.



Appendix 3 Glossary

3R+Renewable

It refers to the thorough implementation of the 3Rs (reduce, reuse, recycle) and the substitution of renewable resources.

BAU (Business-as-Usual)

A baseline scenario in which no additional measures or policy changes are implemented, and current trends continue unchanged.

DAC (Direct Air Capture)

A technology that captures CO₂ directly from the air and other low-concentration CO₂ gases.

CCUS (Carbon Dioxide Capture, Utilisation and Storage)

A technology that separates and captures CO₂ emitted from sources such as power plants and chemical factories, and either stores the captured CO₂ or utilises it as a resource.

ESMS (Event Sustainability Management System)

A management system for the sustainability of events. It aims to manage the environmental, economic and social impacts of event management and improve the sustainability of events. ISO 20121 was published as an international standard following the 2012 London Olympic and Paralympic Games.

EV (Electric Vehicle)

A battery-powered electric car that uses electricity as its energy source and is driven by an electric motor.

FCV (Fuel Cell Vehicle)

A fuel-cell-powered vehicle. Currently available commercial models use hydrogen as their fuel.

Greenhouse Gas Protocol

It is a programme jointly developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), and is operated in collaboration with national governments, industry associations, NGOs and companies. The programme began developing methodologies for calculating corporate GHG emissions in the late 1990s and published the first edition of its Corporate Standard in 2001, which provides methods for calculating Scope 1 and Scope 2 emissions. Since then, it has issued a series of standards for the calculation and reporting of greenhouse gas emissions. Overseas government agencies and global companies participate in the development of these standards, and each has been establishing itself as a de facto international standard.

GRI (Global Reporting Initiative)

GRI is a non-profit organisation founded in 1997 with the involvement of the United Nations Environment Programme (UNEP) to create an accountability mechanism to ensure corporate compliance with principles for responsible environmental behaviour, but has since expanded its scope to include social, economic and governance issues.

GRI Standards

The GRI Standards are a framework for reporting entities to report on their impacts on the economy, environment and society (including positive and negative impacts and



impacts on and received from the outside world) and to explain their contributions to sustainable development. Various stakeholders, including companies, institutional investors, labour unions, private organisations and civil society, are involved in the development of the Standards.

GX (Green Transformation)

This initiative aims to transform the entire economic and social system by shifting the industrial and social structures that have been centred on fossil fuels since the Industrial Revolution to those centred on clean energy, creating new demand and markets in the decarbonisation field, strengthening industrial competitiveness and realising economic growth.

ILO Multinational Enterprise Declaration

the International Labour Organisation (ILO) that provides direct guidance to companies (multinational and national) on social policies and inclusive, responsible and sustainable business practices.

ISO20121

An international standard for a management system (ESMS: Event Sustainability Management System) that supports the sustainability of events by managing not only the environmental impact of event management, but also its economic and social impact.

LGBTQ

Refers to sexual minorities such as lesbians (female homosexuals), gays (male homosexuals), bisexuals, transgender people (people whose sex assigned at birth does not match the gender they identify with) and

questioning people (people who cannot decide, do not know, or have not decided their own sexuality).

MICE

An acronym formed from the initial letters of Meetings (corporate meetings), Incentive Travel (reward and training trips organized by companies), Conventions (international conferences organized by international organizations, associations, and academic societies), and Exhibitions/Events, referring collectively to business events that are expected to attract large numbers of participants and generate significant exchange and interaction.

OECD Guidelines for Multinational Enterprises on Responsible Business Conduct

The OECD established the Guidelines in 1976 to advise multinational enterprises in member countries on the voluntary implementation of the responsible behaviour expected of businesses. They have been revised six times (1979, 1984, 1991, 2000, 2011 and 2023) to adapt to the development of the global economy and changes in corporate behaviour. While not legally binding, they set out principles and standards for responsible business behaviour in a wide range of areas, including general policies, information disclosure, human rights, employment and labour relations, the environment, prevention of bribery and other forms of corruption, consumer interests, science, technology and innovation, competition and taxation.

PDCA Cycle

The PDCA cycle is a method of improving and



improving the efficiency of business operations by repeating the process of "Plan - > Do - > Check - > Action." The purpose of the PDCA cycle is to achieve continuous growth by repeating this cycle.

Scope 1

A category of GHG emissions defined by the GHG Protocol. Direct emissions of greenhouse gases by a company itself (fuel combustion, industrial processes).

Scope 2

A category of GHG emissions defined by the GHG Protocol. Indirect emissions associated with the use of electricity, heat and steam supplied by other companies.

Scope 3

A category of GHG emissions defined by the GHG Protocol. Indirect emissions other than Scope 1 and Scope 2 (emissions of other companies related to a company's activities).

Society 5.0

A human-centred society in which economic development and the resolution of social issues can be achieved simultaneously by providing goods and services that precisely meet diverse and latent needs, regardless of region, age, gender and language through the advanced fusion of cyberspace (virtual space on the Internet) and physical space (real space) and in which people can live comfortable, vibrant and high-quality lives.

The "Fifth Science and Technology Master Plan" (approved by the Cabinet on January 22, 2016) proposes this as the future society that Japan should aim for.

SBTs for Nature

The goal is to develop science-based, measurable and actionable targets for the interconnected systems of water, biodiversity, land and oceans in value chains, enabling companies to act within planetary boundaries and in line with society's sustainability goals.

SDGs

⇒ Sustainable Development Goals

Aichi Targets

A global goal adopted at the 10th Conference of the Parties to the Convention on Biological Diversity (COP10), held in Nagoya, Aichi Prefecture in October 2010.

Aiming to realise a "world in harmony with nature" by 2050, it was agreed that urgent and effective action must be taken to halt biodiversity loss by 2020 and 20 actions required of each country were compiled.

General Sales Participants

A person referred to in Article 35 of General Regulations who has been granted the right by the Organizer to carry out Commercial Activities in the Expo Site.

General Regulations

General Regulations included in Chapter 8 of the Registration Application approved at the 167 Annual Meeting of the BIE

Greenhouse gases

Carbon dioxide and other gases that absorb infrared rays and cause global warming.

Carbon Credits

Greenhouse gas reductions or removals achieved through the introduction of renewable



energy (such as solar, wind or hydro power), the installation of energy-efficient equipment, or forest management such as afforestation and thinning, are quantified according to prescribed methods and converted into tradable credits. These credits are managed in electronic “accounts”, with 1 t-CO₂ treated as one unit.

Carbon Neutral

Japan’s goal of “carbon neutrality” is to reduce the total emissions of greenhouse gases—including CO₂, methane, nitrous oxide, sulphur hexafluoride, nitrogen trifluoride and fluorocarbons (HFCs and PFCs)—minus the amounts absorbed and removed, to net zero.

Carbon Pricing

Carbon pricing is an economic approach that assigns a price to carbon in order to change the behaviour of emitters. Methods include carbon taxes, which impose charges proportional to CO₂ emissions; emissions trading schemes, which place caps on emissions; and fossil fuel taxes, which levy charges based on the quantity of fossil fuels such as coal and oil.

Carbon Recycling

A technology that captures CO₂ as a carbon resource and reuses (recycles) it as a variety of carbon compounds.

Organiser

The Japan Association for the 2025 World Exposition was designated by the Minister of Economy, Trade and Industry on May 31, 2019, as a corporation to carry out work related to the preparation and operation of the Expo, in accordance with the Act on Special Measures Necessary for the Preparation and Operation of International Exhibitions to be held in 2025 and

was certified as a public interest incorporated association on October 21, 2019.

Guidelines

Guidelines for the exhibition issued by the organiser in relation to each of the items set out in the Special Regulations, to assist official participants in all matters relating to the preparation and running of the exhibition.

Environmental Impact Assessment (Environmental Assessment)

When a large-scale project is about to be carried out, the project operator must first investigate, predict and evaluate the environmental impact of the project, make the results public and listen to the opinions of residents and others to give due consideration to environmental conservation and creation.

Task Force on Climate-related Financial Disclosures (TCFD)

The Task Force was established by the Financial Stability Board (FSB) at the request of the G20 Finance Ministers and Central Bank Governors. In June 2017, the Task Force issued recommendations to promote consistent, comparable, reliable, clear and efficient disclosures that support appropriate investment decision-making regarding climate-related factors.

Green Ammonia

Ammonia produced using renewable energy sources and without emitting CO₂ during the manufacturing process.

Green Hydrogen

Hydrogen produced using renewable energy sources and without emitting CO₂ during the



manufacturing process.

Comprehensive Assessment System for Built Environment Efficiency (CASBEE)

A system that comprehensively evaluates and rates the environmental performance of buildings, including consideration for reducing environmental impact through energy conservation and the use of environmentally friendly materials and equipment, as well as environmental qualities such as indoor comfort, biodiversity and consideration for the landscape.

Official Participants

Foreign governments and international organisations that have accepted the official invitation from the Government of Japan to participate in the Expo.

Synthetic fuel

A fuel produced by synthesising CO₂ and hydrogen. It consists of multiple hydrocarbon compounds and is sometimes referred to as "Synthetic crude oil."

International Bill of Human Rights (Universal Declaration of Human Rights, International Covenant on Human Rights)

The Universal Declaration of Human Rights proclaims "common standards to be achieved by all peoples and all nations" to respect and ensure human rights and freedoms and was adopted by the Third Session of the United Nations General Assembly on December 10, 1948.

The International Covenant on Human Rights is a treaty based on the Universal Declaration of Human Rights and is the most basic and

comprehensive of all human rights treaties. Japan ratified it in 1979.

United Nations "Guiding Principles on Business and Human Rights"

A document unanimously endorsed by the United Nations Human Rights Council in 2011. It consists of three pillars: "State obligations to protect human rights," "Corporate responsibility to respect human rights" and "Access to remedy."

Kunming-Montreal Biodiversity Framework

At the 15th Conference of the Parties to the Convention on Biological Diversity (COP15) held in December 2022, it was adopted as a new international target (Post-2020 Biodiversity Framework) for the period from 2021 onwards, replacing the Aichi Biodiversity Targets, which were international targets until 2020.

The framework aims to halt biodiversity loss and restore it by 2030, with targets including 30by30 (Thirty by Thirty), which aims to effectively conserve more than 30% of land and ocean ecosystems as healthy ecosystems by 2030, restoring 30% of degraded natural areas and halving the establishment of invasive species. It also sets goals related to business and mainstreaming, such as promoting impact assessments and information disclosure in business (encouraging large and multinational companies through requests from the government) and goals related to nature-based solutions (NbS), such as utilising the regulating power of nature for disaster prevention and mitigation.

Renewable Energy

Energy that can be regenerated in a relatively



short period of time after use and does not run out. Examples include sunlight, solar heat, hydroelectric power, wind power, biomass and geothermal energy.

Participants

Official Participants, Unofficial Participants and General Sales Participants

Taskforce on Nature-related Financial Disclosures (TNFD)

Conceived at the 2019 World Economic Forum Annual Meeting (Davos Conference), this framework for reporting and responding to nature-related risks aims to shift global financial flows from those that have negative impacts on nature to those that have positive impacts on nature.

Sustainable Development Goals (SDGs)

The 2030 Agenda for Sustainable Development, adopted unanimously by all member states at the UN Summit in September 2015 as the successor to the Millennium Development Goals (MDGs) formulated in 2001, is an international goal aimed at achieving a sustainable and better world by 2030.

SDGs consist of 17 goals and 169 targets and pledge to "leave no one behind" on the planet. The SDGs are universal goals that not only developing countries but developed countries themselves should work towards and Japan is also actively working towards them.

Horizontal Recycling

Recycling which the process of using used products as raw materials to manufacture the same type of product.

Stakeholders

In this book, the term is defined as an individual or organisation that is influenced or has some influence on the Association or the operation of the Expo 2025.

Stakeholder Engagement

It is an organised attempt by businesses to gain a good understanding of their stakeholders and incorporate stakeholders and their concerns into their business activities and decision-making processes and it refers to a very diverse system of action, such as when businesses carry out this alone or in collaboration with stakeholders.

Biodiversity

All living things, including humans, live in mutual relationships with many other living things and this refers to the rich "individuality" and "connections" of these living things. There are said to be three types of diversity: "ecosystem diversity," "species diversity" and "genetic diversity."

Convention on Biodiversity

A treaty adopted with the aim of conserving biodiversity, sustainable use of its components, and fair and equitable sharing of benefits arising from the use of genetic resources. It was adopted at the United Nations Conference on Environment and Development (Earth Summit) held in Rio de Janeiro, Brazil, in 1992.

Diversity & Inclusion (D&I)

This term combines the words "diversity" and "inclusion." It refers to accepting diversity in race, gender, age, nationality and other areas and providing an environment in which people can thrive (inclusion). In addition to efforts to



promote the participation of women and people with disabilities, who have not previously been given such opportunities and to actively hire foreign nationals, reforms to social and organisational systems are also required, such as promoting diverse working styles.

Decent Work

A rewarding and humane job - It means productive work that guarantees rights, generates adequate income and provides adequate social protection.

Due Diligence

An ongoing process in which negative impacts such as violations of laws and regulations, human rights violations, and environmental pollution through business activities and business relationships such as supply chains are assessed, measures are taken based on the results of the assessment, and the effects are verified. The Association implements human rights due diligence.

Special Regulations

Special Regulations as described in Article 34 of General Regulations

Nudge

It refers to the idea of providing information and mechanisms that encourage people to behave in a more desirable way, without prohibiting choices or significantly changing economic incentives.

Biodiesel

Biofuel for diesel engines produced by methyl esterifying rapeseed oil and waste cooking oil.

Biomass Plastics

A plastic material that uses renewable organic resources such as plants as raw materials.

Bureau International des Expositions (BIE)

Established in 1928 with the establishment of the International Exhibitions Convention, the IAEA is an international organisation established to oversee the holding of World Expositions in accordance with the Convention. It is headquartered in Paris and as of September 2017, has 170 member countries.

Paris Agreement

An international framework for global warming countermeasures beyond 2020. It was adopted in December 2015 at the 21st Conference of the Parties to the United Nations Framework Convention on Climate Change (COP21) held in Paris.

A framework in which all participating countries and regions, including developing countries, have committed to working to reduce greenhouse gas emissions that cause global warming. The goal is to limit the rise in global average temperature to less than 2° C above pre-industrial levels (with an ambitious target of 1.5°C) and to achieve net-zero greenhouse gas emissions by the second half of the 21st century.

Unofficial Participants

Those authorised by the Expo government representative to participate outside the official participant display area. (e.g. private pavilion exhibitors)

Perovskite Solar Cells

A new type of solar cell that uses a crystalline material called perovskite.



Microplastics

Fine plastic waste (5 mm or less). There are concerns that the chemical substances it contains or adsorbs can be absorbed into the food chain, potentially affecting the ecosystem.

Methanation

A technology that synthesises methane from CO₂ and hydrogen. It is expected to help decarbonise city gas by replacing natural gas—the current feedstock—with synthetic methane.

Requirements

A need or expectation for an ESMS that is stated, generally implicitly required, or obligatory.

Renewable Diesel

A next-generation biofuel produced from waste cooking oil and waste animal and vegetable oils that do not compete with food. Through hydro-processing, it acquires chemical and physical properties similar to those of diesel fuel.

Work-life Balance

A state of balance between work and life. In Japan, following the enforcement of the Act on the Promotion of Women's Active Engagement in Professional Life[EY4.1] (Act No. 64 of 2015), the government and other organisations are promoting procurement initiatives that evaluate companies that promote work-life balance.

進められている。



References

1 The following table summaries the meetings held by the Sustainability Expert Committee and its associated working groups, together with the principal agenda items discussed.

Meeting (date)	Main topics
First Sustainability Expert Committee Meeting (17 December 2021)	<ul style="list-style-type: none"> · Sustainability Policy (draft) · Code of Sustainable Procurement (draft)
Second Sustainability Expert Committee Meeting (21 January 2022)	<ul style="list-style-type: none"> · Revision of the EXPO 2025 Green Vision (draft) · Carbon footprint initiatives (draft)
Third Sustainability Expert Committee Meeting (28 February 2022)	<ul style="list-style-type: none"> · Revision of the EXPO 2025 Green Vision (draft) · Code of Sustainable Procurement (draft) · Sustainability Policy
First Sustainable Procurement Working Group (7 March 2022)	<ul style="list-style-type: none"> · Code of Sustainable Procurement (draft) · Common Standards · Individual standards (wood and paper) · Hearings regarding individual standards
Second Sustainable Procurement Working Group (11 April 2022)	<ul style="list-style-type: none"> · Code of Sustainable Procurement (draft) · Common Standards · Individual standards (wood and paper)
Third Sustainable Procurement Working Group (23 May 2022)	<ul style="list-style-type: none"> · Code of Sustainable Procurement (draft) · Results of public opinion survey
Fourth Sustainability Expert Committee (2 June 2022)	<ul style="list-style-type: none"> · Code of Sustainable Procurement (draft) and future steps · Establishment of a decarbonisation working group and resource circulation study group · Sustainability Plan (tentative name) outline and future progression
Fourth Sustainable Procurement Working Group (19 July 2022)	<ul style="list-style-type: none"> · Consideration of food-related procurement standards (agricultural, livestock, marine products and palm oil) · Hearings on individual standards (livestock, fisheries and palm oil)
First Decarbonisation Working Group (28 July 2022)	<ul style="list-style-type: none"> · Purpose, positioning and schedule of the Decarbonisation Working Group · National Actions (2025 Osaka-Kansai Expo Action Plan Ver. 2) · Electricity and gas usage during the event (power source mix)
Fifth Sustainable Procurement Working Group (1 August 2022)	<ul style="list-style-type: none"> · Interviews on palm oil and agricultural products · Interviews on food-related procurement standards · Exchange of views on food-related procurement
First Resource Circulation Study Session (9 August 2022)	<ul style="list-style-type: none"> · Proposed direction for resource circulation in Expo operations (draft) · Hearings with related organisations
Fifth Sustainability Expert Committee (26 August 2022)	<ul style="list-style-type: none"> · Individual targets and overall indicators for the "Action Plan for a Sustainable Osaka-Kansai Expo" · -Progress of working groups and planned committee activities
Second Resource Circulation Study Session (September 27, 2022)	<ul style="list-style-type: none"> · Introduction of resource recycling initiatives
Second Decarbonisation Working Group (4 October 2022)	<ul style="list-style-type: none"> · Measures to promote behavioural change · Greenhouse gas emission reduction initiatives · Energy management during the Expo
Sixth Sustainable Procurement Working Group (5 October 2022)	<ul style="list-style-type: none"> · Progress of working groups and future planning · Action Plan for a Sustainable Osaka-Kansai Expo (First Edition) (draft)
Sixth Sustainability Expert Committee (29 November 2022)	<ul style="list-style-type: none"> · Progress of working groups and future planning · Action Plan for a Sustainable Osaka-Kansai Expo (First Edition) (draft)
Seventh Sustainable Procurement Working Group (2 December 2022)	<ul style="list-style-type: none"> · Revision of the Sourcing Code (addition of standards for agricultural, livestock, fishery products and palm oil) · Grievance mechanism · Direction of resource circulation measures for Expo operations
Third Decarbonisation Working Group (6 December 2022)	<ul style="list-style-type: none"> · Concept of calculating GHG emissions (boundaries, calculation conditions, etc.)
Fourth Decarbonisation Working Group (1 February 2023)	<ul style="list-style-type: none"> · Carbon-neutral LPG and aircraft offsets · World Cup boundary and emissions case study · Revised EXPO 2025 Green Vision (draft)

Eighth Sustainable Procurement Working Group (10 February 2023)	<ul style="list-style-type: none"> Revision to the Sourcing Code to incorporate sustainability considerations Grievance mechanism Establishment of a resource circulation working group
First Resource Circulation Working Group (20 February 2023)	<ul style="list-style-type: none"> Establishment of the Resource Circulation Working Group Resource circulation in Expo operations Overview of the EXPO 2025 Green Vision Standards for resource circulation Food waste reduction initiatives for the Expo
Seventh Sustainability Expert Committee (3 March 2023)	<ul style="list-style-type: none"> About the <EXPO 2025 Green Vision (2023 Edition)> (draft) Revision of the Sustainable Sourcing Code Sustainability Action Plan of Expo 2025 Osaka, Kansai, Japan (First Edition) (Draft)
Ninth Sustainable Procurement Working Group (19 June 2023)	<ul style="list-style-type: none"> Revision of the Sourcing Code (additional standards for agricultural, livestock, fishery products and palm oil) Grievance Mechanism
Eighth Sustainability Expert Committee (14 July 2023)	<ul style="list-style-type: none"> Recent developments in Expo preparation Revision of the Sustainable Sourcing Code and grievance mechanism Sustainability Action Plan of Expo 2025 Osaka, Kansai, Japan (Second Edition) Considerations related to Education for Sustainable Development (ESD)
Fifth Decarbonisation Working Group (10 August 2023)	<ul style="list-style-type: none"> The secretariat will provide the latest information on the current situation and this year's schedule, as well as the "Future Society Showcase Project" sponsor press conference (July 20th, August 2nd) Energy management at the Expo ESD (Education for Sustainable Development) and environmental education triggered by the Expo
Second Resource Circulation Working Group (7 November 2023)	<ul style="list-style-type: none"> Status of Expo preparations Resource recycling initiatives ESD initiatives linked to the Expo
Sixth Decarbonisation Working Group (21 November 2023)	<ul style="list-style-type: none"> The latest status of preparations for the Osaka-Kansai Expo About the EXPO Green Challenge Review of greenhouse gas emissions estimates and future progress Energy management at the Expo Other progress reports 1) Progress of overseas pavilions 2) ESD as a result of the Expo 3) Attracting tourists through the Expo
Ninth Sustainability Expert Committee (22 December 2023)	<ul style="list-style-type: none"> Recent status of consideration for the Osaka-Kansai Expo Indicators for the Sustainable Osaka-Kansai Expo as a whole Human rights initiatives
Seventh Decarbonisation Working Group (9 February 2024)	<ul style="list-style-type: none"> The latest status of preparations for the Osaka-Kansai Expo Case studies of other international events Revised proposal for the EXPO 2025 Green Vision (Decarbonisation Edition) Status of consideration of ESD (Education for Sustainable Development) in the wake of the Expo
Third Resource Circulation Working Group (19 February 2024)	<ul style="list-style-type: none"> Recent preparations for the Osaka-Kansai Expo Guidelines for Proper Waste Disposal (First Edition) Status of consideration of ESD (Education for Sustainable Development) in the wake of the Expo Revision of the EXPO 2025 Green Vision
Tenth Sustainable Procurement Working Group (21 February 2024)	<ul style="list-style-type: none"> The latest status of preparations for the Osaka-Kansai Expo Implementation status of the procurement code Human rights initiatives
Tenth Sustainability Expert Committee (4 March 2024)	<ul style="list-style-type: none"> Human rights initiatives Sustainability Action Plan of Expo 2025 Osaka, Kansai, Japan (2nd Edition) and EXPO 2025 Green Vision (2024 Edition)
First Human Rights Working Group (13 June 2024)	<ul style="list-style-type: none"> The latest status of preparations for the Expo Human Rights Policy and Overview of this Working Group Human rights due diligence [negative impacts of business]
Eighth Decarbonisation Working Group (24 September 2024)	<ul style="list-style-type: none"> The latest status of preparations for the Expo ESD as a result of the Expo Fostering momentum regarding green GHG emissions calculation and third-party verification Current status of the carbon recycling factory

Eleventh Sustainable Procurement Working Group (16 October 2024)	<ul style="list-style-type: none"> · The latest status of preparations for the Expo · Implementation status of the procurement code
Second Human Rights Working Group (17 October 2024)	<ul style="list-style-type: none"> · The latest status of preparations for the Expo · Status of implementation of human rights due diligence
Fourth Resource Circulation Working Group (4 December 2024)	<ul style="list-style-type: none"> · Recent preparations for the Osaka-Kansai Expo · Revision of the EXPO 2025 Green Vision
Ninth Decarbonisation Working Group (7 January 2025)	<ul style="list-style-type: none"> · About launching onto the green, etc. · Energy management systems and visualisation · Results of third-party verification of GHG emissions calculations · Revision of the EXPO 2025 Green Vision
Eleventh Sustainability Expert Committee (16 January 2025)	<ul style="list-style-type: none"> · Report on the Working Group's Discussion · Action Plan of Expo 2025 Osaka, Kansai, Japan (Pre-Event Report) and EXPO 2025 Green Vision (2025 Edition)
Third Human Rights Working Group (5 February 2025)	<ul style="list-style-type: none"> · Action Plan for a Sustainable Osaka-Kansai Expo (Pre-Event Report) · Status of implementation of human rights due diligence · Measures to mitigate negative impacts · Towards next FY
Twelfth Sustainable Procurement Working Group (10 March 2025)	<ul style="list-style-type: none"> · Action Plan for Hosting a Sustainable Osaka-Kansai Expo (Pre-Event Report) · Implementation status of the procurement code · Future initiatives
Thirteenth Sustainable Procurement Working Group (30 June 2025)	<ul style="list-style-type: none"> · Reporting and exchanging opinions on the implementation status of the Sourcing Code and future initiatives · Inspection of venues such as the employee cafeteria and large roof ring in relation to the procurement code
Fifth Resource Circulation Working Group (17 July 2025)	<ul style="list-style-type: none"> · Verification of resource recycling initiatives at Expo sites
Tenth Decarbonisation Working Group (24 July 2025)	<ul style="list-style-type: none"> · Reporting on the implementation status of decarbonisation efforts and exchanging opinions · Check the status of specific decarbonisation initiatives at the Expo site
Fourth Human Rights Working Group (4 August 2025)	<ul style="list-style-type: none"> · Reports and exchanges of opinions on the theme week (Peace and Human Rights), the implementation status of human rights due diligence, etc. · Visiting human rights-related sites
Sixth Resource Circulation Working Group (3 September 2025)	<ul style="list-style-type: none"> · Judge for the Resource Recycling category of the Sustainable Initiatives Awards
Twelfth Sustainability Expert Committee (1 October 2025)	<ul style="list-style-type: none"> · Sustainability Action Plan of Expo 2025 Osaka, Kansai, Japan (Post-Event Report)
Eleventh Decarbonisation Working Group (15 January 2026)	<ul style="list-style-type: none"> · Results of decarbonisation efforts at the Osaka-Kansai Expo · Calculation status of GHG emissions · Post-event report
Seventh Resource Circulation Working Group (19 January 2026)	<ul style="list-style-type: none"> · Sustainability Action Plan of Expo Osaka, Kansai, Japan (Post-Event Report): Waste generated from Expo site operations · Sustainability Action Plan of Expo Osaka, Kansai, Japan (Post-Event Report): Waste from facilities and equipment
Fifth Human Rights Working Group (5 February 2026)	<ul style="list-style-type: none"> · Sustainability Action Plan of Expo Osaka, Kansai, Japan (Post-Event Report)
Fourteen Sustainable Procurement Working Group (6 January 2026)	<ul style="list-style-type: none"> · Sustainability Action Plan of Expo Osaka, Kansai, Japan (Post-Event Report)
Thirteenth Sustainability Expert Committee (23 March 2026)	<ul style="list-style-type: none"> · Sustainability Report of Expo 2025 Osaka, Kansai, Japan (Post-event Report)

Expert Committee for the Sustainable Expo Members (Names in Japanese alphabetical order, titles omitted)

Full name	Affiliation
ASARI Misuzu	Professor, Fundamental Research Department, Research Institute for Humanity and Nature, Inter-University Research Institute Corporation National Institutes for the Humanities
ITO Motoshige	Professor Emeritus at the University of Tokyo
SHIMODA Yoshiyuki	Professor, Urban Energy System Lab, Osaka University
TAKAMURA Yukari	Professor, Institute for Future Initiatives, The University of Tokyo
TAKEUCHI Sumiko	Founder and President of U3 Innovations LLC, Director of the Institute for International Environmental Economics, Specially Appointed Professor of Tohoku University
TOMONO Kazunori	Chairperson, Osaka Institute of Public Health
MATSUBARA Minoru	Executive Officer, Resona Asset Management Co., Ltd.
YAMADA Miwa	Senior Research Fellow, Inter-disciplinary Studies Centre, Institute of Developing Economies, Japan External Trade Organisation
WATANABE Tsunao	IUCN (International Union for Conservation of Nature) Japan National Committee

Human Rights Working Group Members (Names in Japanese alphabetical order, titles omitted)

full name	Affiliation
ARITA Shinya	Board Member, NPO Nijiirō Diversity
IJIRI Masayuki	Vice President, Osaka RENGO (Japanese Trade Union Confederation, Osaka)
GOTO Keita	Professor, Faculty of Economics, Kansai University
TAKAHASHI Daisuke	Partner Attorney, Shinwa Sohgo Law Offices
DOI Kanae	Japan Director, Human Rights Watch
TOMITA Hidemi	Representative Director, Institute for Sustainability Management (General Incorporated Association)
MAENO Susumu	Chairperson, Shiga Spinal Cord Injury Association (Specified Nonprofit Corporation)
MATSUBARA Minoru	Executive Officer, Resona Asset Management Co., Ltd.
YAMADA Miwa	Senior Research Fellow, Inter-disciplinary Studies Centre, Institute of Developing Economies, Japan External Trade Organisation[E

Decarbonisation Working Group members (Names in Japanese alphabetical order, titles omitted)

Full name	Affiliation
AKIMOTO Keigo	Group Leader / Principal Research Scientist RITE (Research Institute of Innovative Technology for the Earth)
SHIMODA Yoshiyuki	Professor, Division of Sustainable Energy and Environmental Engineering Graduate School of Engineering, Osaka University
NOBUTOKI Masato	Visiting Professor, SDGs Promotion Office, Institute of Promoting Academic Research Programs, Kobe University Director, EX Research Institute Ltd.
YOSHITAKA Mari	Representative Director of Virtue Design General Incorporated Association Visiting Professor, College of Arts and Sciences, The University of Tokyo[

Resource Recycling Working Group Members (Names in Japanese alphabetical order, titles omitted)

Full name	Affiliation
ASARI Misuzu	Professor, Fundamental Research Department, Research Institute for Humanity and Nature, Inter-University Research Institute Corporation National Institutes for the Humanities
ITO Takeshi	Professor, Social Solutions Initiative, Osaka University
OKAYAMA Tomoko	Professor, Department of Regional Development, Taisho University
SAKITA Yuko	Journalist and Environmental Counsellor
HARADA Sadao	Associate Professor, Faculty of Economics, Doshisha University

Sustainable Procurement Working Group Members (Names in Japanese alphabetical order, titles omitted)

Full name	Affiliation
ARIKAWA Mariko	Member, Food and Nutrition Committee Japan Association of Consumer Affairs Advisors and Consultants
IJIRI Masayuki	Vice President, Osaka RENGO (Japanese Trade Union Confederation, Osaka)
OKAMOTO Keiji	Director General, Economic Strategy Bureau, City of Osaka
KAGAYA Tetsuyuki	Professor, School of Business Administration, Hitotsubashi University
KADOTA Takashi	Advisor, Technology Development Division, Fuji Oil Co., Ltd.
SAKITA Yuko	Journalist and Environmental Counsellor
TAKAHASHI Daisuke	Partner Attorney, Shinwa Sohgo Law Offices[EY1.1]
TOMITA Hidemi	Representative Director, Institute for Sustainability Management (General Incorporated Association)
MATSUI Yoshikazu	Director of Policy Planning Department, Osaka Prefecture Government
YAMADA Miwa	Senior Research Fellow, Inter-disciplinary Studies Centre, Institute of Developing Economies, Japan External Trade Organisation[E]

2 GRI Content Index

Statement regarding use	The Japan Association for the 2025 World Exposition, a Public Interest Incorporated Association, reports the information contained in this GRI Content Index for the period from 1 April 2025 to 31 March 2026 with reference to the GRI Standards.
GRI 1	GRI 1: Foundation 2021

GRI Standards	Disclosure Number & Title	Location / Notes
GRI 1 : Foundation 2021		
General		
GRI 2: General disclosures	2-1 Organization details	P9
	2-2 Entities included in sustainability reporting	P9
	2-3 Reporting period, frequency and contact point	P215
	2-4 Restatements of information	Not applicable (no corrections or amendments)
	2-5 External assurance	Not applicable (no external guarantee)
	2-6 Activities, value chain and other business relationships	P9
	2-7 Employees	P9
	2-9 Governance Structure and composition	p21
	2-19 Remuneration policies	Not applicable (special staff composition)
	2-20 Process to determine remuneration	Not applicable (special staff composition)
	2-21 Annual total compensation ratio	Not applicable (special staff composition)
	2-22 Statement on sustainable development strategy	p2 (Sustainability Policy of Expo 2025 Osaka, Kansai, Japan)
	2-23 Policy commitments	P200 (Human Rights Policy)
	2-24 Embedding policy commitments	P200(Human Rights Policy)
	2-25 Processes to remediate negative impact	P200(Human Rights Policy)
	2-26 Mechanisms for seeking advice and raising concerns	P200(Human Rights Policy)
2-27 Compliance with Laws and Regulations	Not applicable (no regulatory violations reported)	
2-28 Membership associations	Not applicable	
2-29 Approaches to Stakeholder Engagement	p7	
Material Items		
Economic Performance		
GRI 201: Economic Performance 2016	201-1 Direct economic value created and distributed	P11,19
	201-2 Financial implications and other risks and opportunities due to climate change	Not applicable (not very relevant to the organisation's activities)
	201-3 Defined benefit pension plan contributions and other retirement plans	Not applicable (special staff composition)
	201-4 Financial assistance received from the government	Information is difficult to obtain (not yet compiled)
Market Presence		
GRI 202 : Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Not applicable (not very relevant to the organisation's activities)
	202-2 Proportion of senior management hired from the local community	Not applicable (not very relevant to the organisation's activities)
Indirect Economic Impact s		
GRI 203 : Indirect Economic Impact s 2016	203-1 Infrastructure investments and support services	Information is difficult to obtain (not yet compiled)
	203-2 Significant indirect economic impacts	P11,19
Procurement Practices		

GRI 204 : Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Information is difficult to obtain (not yet compiled)
Anti-Corruption		
GRI 205 : Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Not applicable (The EXPO 2007 Association is a public interest incorporated association and its employees are deemed to be public servants.)
	205-2 Communication and training about anti-corruption policies and procedures	P155
	205-3 Confirmed incidents of corruption and actions taken	Not applicable (no reported cases)
Anti-Competitive conduct		
GRI 206 : Anti-competitive Behavior 2016	206-1 Legal action taken due to anti-competitive conduct, antitrust or monopolistic practice	Not applicable (no reported cases)
Materials		
GRI 301 : Materials 2016	301-1 Weight or volume of raw materials used	Information is difficult to obtain (not yet compiled)
	301-2 Recycled input materials used	Information is difficult to obtain (not yet compiled)
	301-3 Recycled products and packaging materials	P75,188 (Reuse record)
Energy		
GRI 302 : Energy 2016	302-1 Energy consumption within the organization	P53
	302-2 Energy consumption outside the organization	Information is difficult to obtain (it was not purchased by the Expo Association, so it is difficult to grasp)
	302-3 Energy intensity	Information is difficult to obtain (not yet compiled)
	302-4 Reduction of energy consumption	P44
	302-5 Reduction in energy requirements of products and services	P44
Water		
GRI 303 : Water and Effluents 2018	303-1 Interactions with water as a shared resource	P120
	303-2 Management of water discharge-related impacts	P120
	303-3 Water withdrawal	P120
	303-4 Water discharge	P120
	303-5 Water consumption	P120
Biodiversity		
GRI 304 : Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Listed in the Environmental Impact Assessment Report (https://www.expo2025.or.jp/association/maintenance/environmental_impact_assessment/)
	304-2 Significant impacts of activities, products and services on biodiversity	Same as above
	304-3 Habitat protected or restored	Same as above
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Same as above
Emissions		
GRI 305 : Emissions 2016	305-1 Direct (Scope 1) GHG emissions	P47
	305-2 Energy indirect (Scope 2) GHG emissions	P47
	305-3 Other indirect (Scope 3) GHG emissions	P47
	305-4 GHG emissions intensity	EXPO 2025 Green Vision (https://www.expo2025.or.jp/overview/sustainability/)
	305-5 Reduction of GHG emissions	P48

	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable (low relevance to the organisation's activities).
	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Reported in the Environmental Impact Assessment Post-Survey Report (https://www.expo2025.or.jp/association/maintenance/environmental_impact_assessment/)
Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	P71
	306-2 Management of significant waste-related impacts	P71
	306-3 Waste generated	p64 (Waste related to construction activities will become available after the demolition work, as identified in the Environmental Impact Assessment.)
	306-4 Waste diverted from disposal	Same as above
	306-5 Waste directed to disposal	Same as above
Environmental Compliance		
GRI 307 : Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	Not applicable (no reported cases)
Supplier Environmental Assessment		
GRI 308 : Supplier Environmental Assessment 2016	308-1 New suppliers screened using environmental criteria	P125 (Contracts subject to procurement code apply)
	308-2 Negative environmental impacts in the supply chain and actions taken	Not applicable (no reported cases)
Employment		
GRI 401 : Employment 2016	401-1 New employee hires and employee turnover	Not applicable (special staff composition)
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Not applicable (special staff composition)
	401-3 Parental leave	p260
Labor-Management Relations		
GRI 402 : Labor-Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Not applicable (special staff composition)
Occupational Health and Safety		
GRI 403 : Occupational Health and Safety 2018	403-5 Worker training on occupational safety and health	p148
	403-6 Promotion of worker health	p148
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	p148
	403-9 Work-related injuries	Reported on the Association's official website (https://www.expo2025.or.jp/)
	403-10 Work-related ill health	Not applicable (no reported cases)
Training and Education		
GRI 404 : Training and Education 2016	404-1 Average hours of training per year per employee	Information is difficult to obtain (not compiled due to the unique nature of the organisation)
	404-2 Programs for upgrading employee skills and transition assistance programs	I Same as above
	404-3 Percentage of employees receiving regular performance and career development reviews	Same as above
Diversity and Equal Opportunity		

GRI 405 : Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Not applicable (special staff composition)
	405-2 Ratio of basic salary and remuneration of women to men	Not applicable (special staff composition)
Non-discrimination		
GRI 406 : Non-discrimination 2016	406-1 Incidents of discrimination and remedial actions taken	Not applicable (no reported cases)
Freedom of Association and Collective Bargaining		
GRI 407 : Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not applicable (no reported cases)
Child Labor		
GRI 408 : Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Not applicable (no reported cases)
Forced Labor		
GRI 409 : Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not applicable (no reported cases)
Security Practices		
GRI 410 : Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	p156
Indigenous Peoples' Rights		
GRI 411 : Indigenous Peoples' Rights 2016	411-1 Incidents of violations involving rights of indigenous peoples	Not applicable (no reported cases)
Supplier Social Assessment		
GRI 414 : Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	p100 (Contracts subject to procurement code apply)
	414-2 Negative social impacts in the supply chain and actions taken	p213 (Receiving and handling reports related to procurement codes)
Public Policy		
GRI 415 : Public Policy 2016	415-1 Political contributions	Not applicable (The Expo Association does not make political donations)
Customer Health and Safety		
GRI 416 : Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable (no reported cases)
Marketing and Labelling		
GRI 417 : Marketing and Labelling 2016	417-1 Requirements for product and service information and labelling	Listed in the Sustainable Procurement Code (https://www.expo2025.or.jp/overview/sustainability/sus-code/)
	417-2 Incidents of non-compliance concerning product and service information and labelling	Not applicable (no reported cases)
	417-3 Incidents of non-compliance concerning marketing communications	Not applicable (no reported cases)
Customer Privacy		
GRI 418 : Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not applicable (no reported cases)
Socio-Economic Compliance		
GRI 419 : Socio-Economic Compliance 2016	419-1 Violation of laws and regulations in the socio-economic field	Not applicable (no reported cases)

3 Resource circulation materials

(1) Waste generated from sub-stockyards, parking areas and other locations

The table below presents the volume of waste generated from venue operations. Waste generated by visitors and participants is collected at the sub-stockyard (SSY) and transported to the main stockyard (MSY) before disposal outside the venue. Differences in waste volumes recorded at SSY and MSY result from re-sorting at the SSY. For example, waste initially accepted as paper was re-sorted into burnable waste after plastic contamination was identified, which reduced the recorded paper weight and increased the burnable waste total. In other cases, reductions in plastic bottles weight occurred when leftover liquid was removed after the bottles were received.

Table 1 Waste volume generated by sub-stockyards, main stockyards and in-house processing

Type	Target after reduction	SSY	MSY	Original processing	Waste generated during the event whole
	Waste generated [t]	Waste generated [t]	Waste generated [t]	Waste generated [t]	Waste generated [t]
Non-Plastic Bottles	611.5	253.0	253.2	3.7	256.9
Cans	42.8	59.9	68.8	16.2	85.0
Cans for business use	45.0	22.8			
Plastic bottles	392.5	313.4	281.9	100.0	381.9
Plastic bottle caps	41.0	18.4	190.1	51.9	242.0
Plastics	415.6	204.6			
Polystyrene form and polystyrene form trays	4.2	4.5	3.7	0	3.7
Cardboard	1,711.7	1,009.7	1,013.5	59.2	1,072.7
Paper	49.2	103.0	95.3	0.1	95.4
Food waste	1,179.9	424.7	317.1	96.7	413.8
Waste cooking oil	110.4	108.0	108.2	0.1	108.4
Burnable waste	3,459.5	1,963.0	2099.8	328.9	2,428.7
Compostable tableware		1.5	0.7	0	0.7
Disposable chopsticks		8.5	6.8	0	6.8
Wooden pallets		6.4	6.8	0	6.8
Disposable nappies		10.9	10.9	0	10.9
Non-burnable waste and mixed waste	202.8	89.0	131.9	30.6	162.5
Sludge (grease trap)		-	-	0.7	0.7
Total	8,266.2	4,601.3	4,588.7	688.1	5,276.8

The waste generated at each parking area, floating pier and bus terminal is summarised for reference.

Table 2 Waste generated at parking lot, floating pier and bus terminal

Type	Location / Waste generated [t]					Total by type
	Yumeshima	Maishima	Sakurajima	Amagasaki	Sakai	
Non-Plastic Bottles	0.1	0.1	0.2	0.0	0.0	0.5
Cans	0.2	0.3	0.2	0.2	0.3	1.0
Plastic bottles	2.6	1.3	0.8	0.4	0.6	5.6
Plastics	0.7	0.9	1.1	0.2	0.0	2.9
Burnable waste	2.2	2.6	1.6	1.0	1.6	9.0
Non-burnable waste	0.0	0.5	0.2	0.0	0.0	0.8
Weight scale by location [t]	5.9	5.6	4.1	1.7	2.6	19.9

Note: Due to rounding, totals may not equal to the sum of individual columns.

The floating pier is included in Yumeshima.
 The bus terminal is included in Sakurajima.

(2) Waste measured at the sub-stockyard

At the sub-stockyard, the source, date and time, waste type and weight were recorded when waste was delivered. These records allow confirmation of the ratio of waste brought by participants (“participant waste”) and waste delivered by visitors to the 3R Station (“visitor waste”), as well as the composition and the relationship between visitor numbers and waste volume. This information is provided for reference.

The total weight of waste delivered to the sub-stockyard was 4,601 tonnes. Of this, 3,312 tonnes was generated by participants and 1,289 tonnes by visitors, representing approximately 72 per cent participant waste. Some participant waste was disposed of independently rather than brought to the sub-stockyard; therefore, the actual proportion of participant waste is higher.

The composition of participant waste and visitor waste are shown in the figure below.

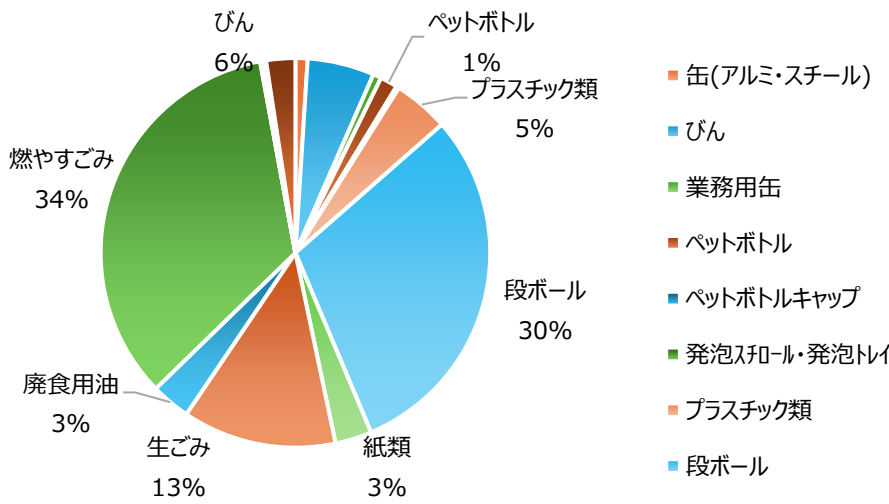


Figure 1. Composition of participants' waste in the sub-stockyard

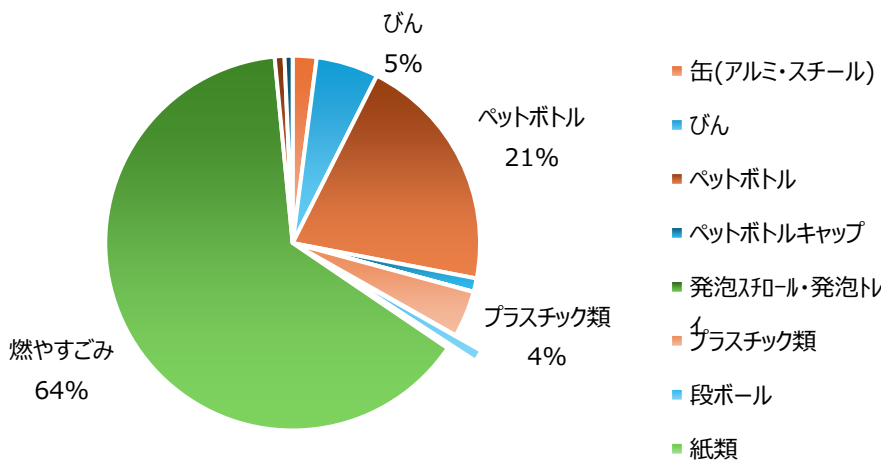


Figure 2. Composition of visitor waste in the sub-stockyard

Participant waste consisted mainly of burnable waste, cardboard and food waste, which together accounted for 77 per cent of the total. Visitor waste consisted primarily of burnable waste and plastic

bottles, which together accounted for 85 per cent of the total. Although burnable waste was the largest category for both groups, their overall waste compositions differed significantly.

Weekly trends in waste generated by participants and visitors are shown below.

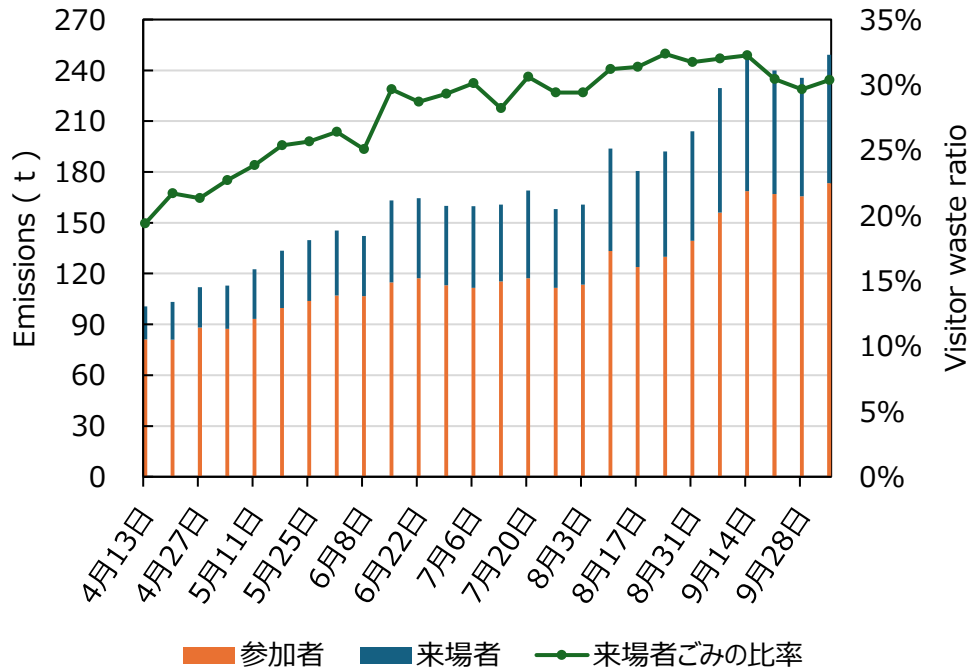


Figure 3: Trends in waste generated by participants and visitors (weekly)

At the beginning of the Expo, the amount and proportion of waste generated by visitors were low. Over time, both the amount and proportion increased, eventually reaching approximately 30%.

The relationship between the waste delivered to the sub-stockyard and the number of visitors is presented in the figure below.

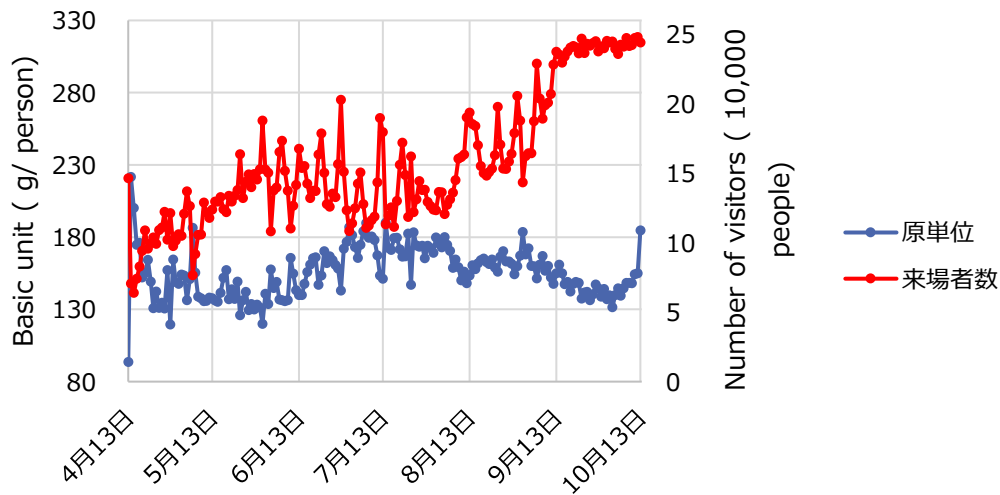


Figure 4: Trends in the basic unit of waste brought into the sub-stockyard

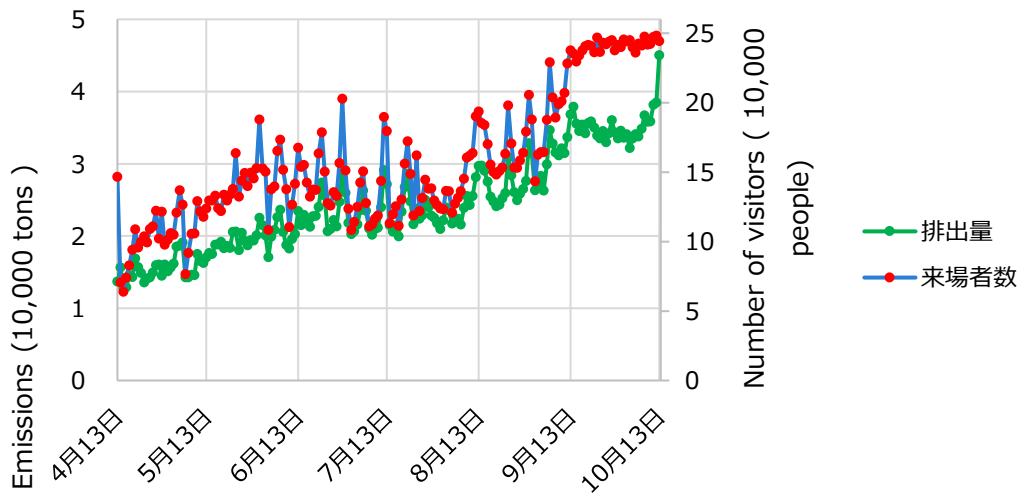


Figure 5: Trends in the amount of waste brought into the sub-stockyard

Waste generation fluctuates in line with increases and decreases in the number of visitors. Toward the end of the event, although the number of visitors increased significantly, waste generation did not rise proportionally and waste generation per person (basic unit) decreased.

Weekly changes in the amount of waste generated by participants and visitors are presented below. Waste types representing a small share of total waste are classified as "other".

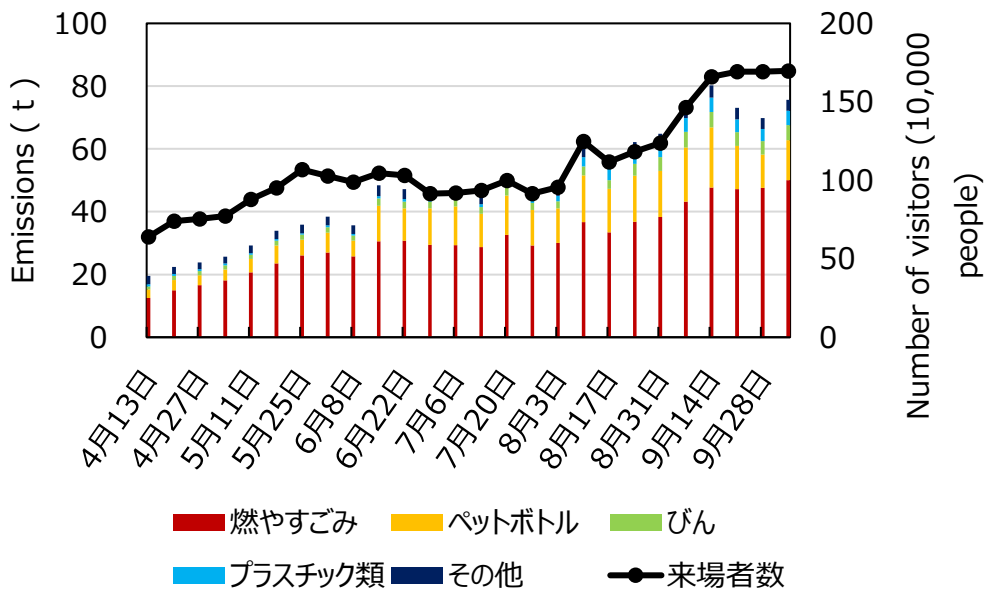


Figure 6. Trends in the amount of waste generated by visitors by type (weekly)

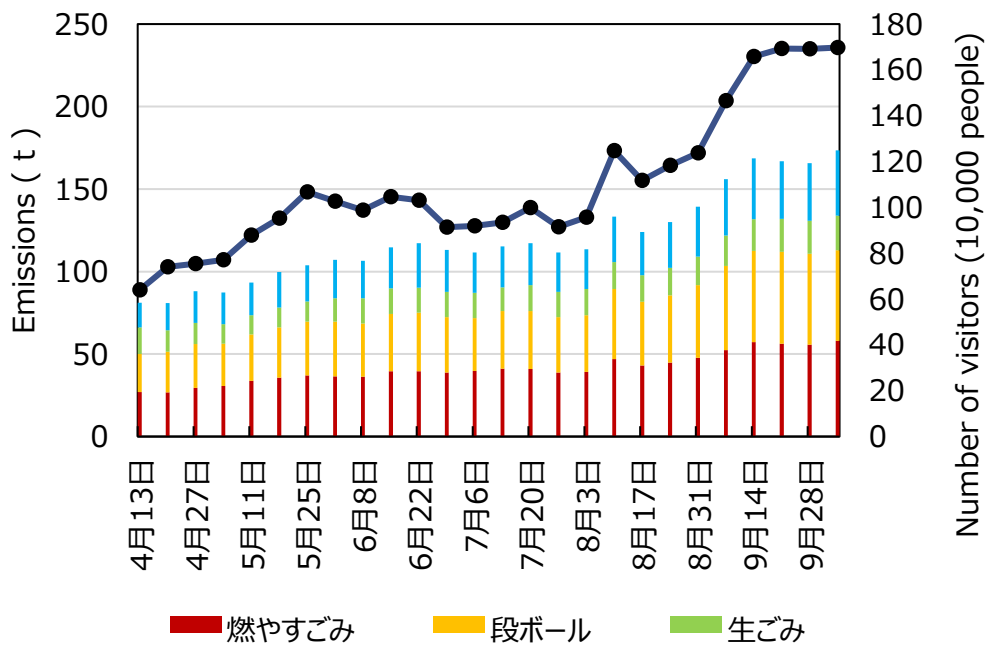


Figure 7. Trends in waste generated by participants by type (weekly)

Regarding visitor waste, the volume of plastic bottle waste increases significantly as temperatures rise during the summer period.

(3) Waste collected in the sub-stockyard and main stockyard



Figure 8. Examples of food waste



Figure 9. Examples of burnable waste



Figure 10. Examples of non-burnable waste and mixed waste



Figure 11 Examples of plastics



Figure 12. Examples of cans and cans for business use



Figure 13. Examples of non-plastic bottles

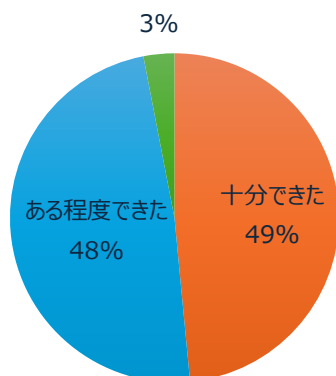
(4) Survey results on reducing food loss and waste

A survey on reducing food loss and waste was conducted among general sales participants at the venue from late September to early October, immediately prior to the end of the event. A total of 33 responses was received. The key results are presented below.

Q1: Compared to stores outside the venue and past event results, were you able to reduce food loss

and waste sufficiently? What were the reasons for this?

十分にできなかった（想定より多く発生してしまった）

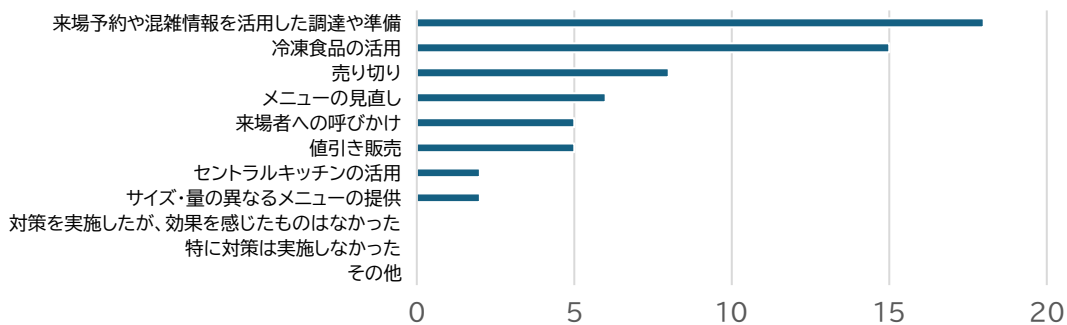


Reasons provided for not being able to reduce food waste (verbatim responses)

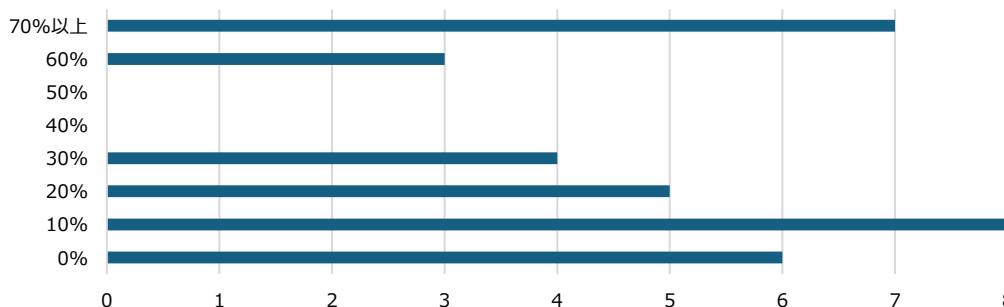
- The amount of ingredients used was significantly greater than that used in regular stores outside the venue, so taking hygiene into consideration, some ingredients could not be reused.
- - The number of customers far exceeded our expectations and we prioritised getting customers who had to wait in the scorching heat to enter the store as quickly as possible, resulting in more wasted time than expected.

Q2: What measures do you think have been effective in reducing food loss and waste?

*Select two from the following options

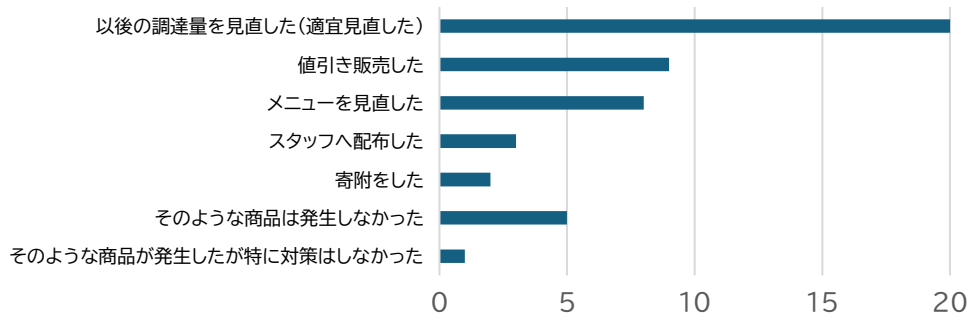


Q3: What is the percentage of edible food waste?

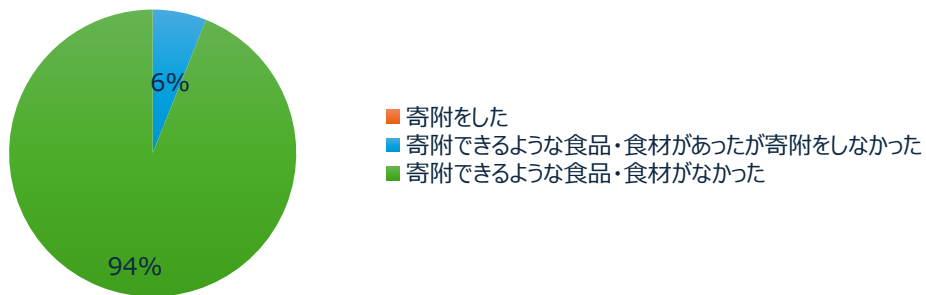


Q4: When there was unsold food that was still edible, did you take measures to avoid (or reduce) waste?

*Select two from the following options



Q5: Did you donate any surplus food or ingredients from your store to a food bank or children's cafeteria? If no donation was made, how was the surplus handled?



What to do when no donation was made

- Used at stores outside the venue
- Consumed by staff/related personnel

4 Materials regarding the Code of Sustainable Procurement

4.1 Businesses' efforts to comply with the Procurement Code

The Procurement Code staff of the Association have conducted more than 200 interviews with suppliers and other related entities to confirm the status of their efforts to comply with the Procurement Code. Good practices identified through these interviews have been proactively shared to support other businesses. Where efforts were found to be insufficient, advice was provided, reflecting expert input and additional confirmation of compliance efforts was requested.

This document presents good practices and issues identified by the Association, organised according to the structure of the Procurement Code. The participation status of the interviewed businesses is indicated in parentheses.

(1) Understanding the Procurement Code (scope of application)

【Good practice examples】

- Personnel responsible for procurement understand the Procurement Code and cooperate with contractors (sales participant; interior construction).

【Examples of comments and information provided by the Association】 (The details of comments and information provided by the Association are listed after the “⇒.” The same applies below.)

- Company executives who had signed contracts with the Association understood the Procurement Code; however, procurement staff had not yet done so (sales participant).
⇒ The Association received the “Letter of Commitment to Ensure Sustainability” and the “Status of Efforts to Ensure Sustainability (Check Sheet)” and requested that the Procurement Code be shared with all relevant parties. Procurement personnel and Tier 2 (businesses that procure from direct contractors (Tier1)) contact points were requested to review and understand the Procurement Code before undertaking procurement activities.
- A business requested clarification regarding which entities fall under Tier 2 and the extent of their obligations under the Procurement Code (sales participant; unofficial Participant).
⇒ The Association explained the scope of application and confirmed Tier 1 and Tier 2 status for each procurement case. The Association also requested that explanations be provided clearly, beginning with Tier 1 obligations.

(2) Establishment of a system for receiving and responding to reports (common standards)

【Good practice examples】

- An anonymous reporting hotline has been established. Company regulations prohibit retaliation and these rules are published on the company website (construction work).
- Employees of companies with contractual relationships may submit reports through the internal reporting hotline, while complaints from other stakeholders are accepted through the inquiry hotline (construction work).
- All contracting parties have been notified by email regarding the Association's reporting desk (construction work).
- Once pavilion organisers' staffing is finalised, recruitment contractors will be informed so that their consultation desks can be communicated appropriately (construction work).
- An internal reporting hotline has been established. Whistleblower protection regulations include a prohibition on retaliation and are widely communicated within the company. Reports from external parties are accepted via the company's website inquiry form (manufacturing plant).
- As there is no explicit prohibition on retaliatory actions in current regulations, plans are in place to include such provisions in revised work rules following consultation with a social insurance and labour attorney (manufacturing plant).
- To raise awareness of the reporting hotline, posters from the Association will be displayed in addition to the company's own hotline materials (sales participant).
- An internal reporting hotline under consideration will be launched in April 2024. The prohibition of retaliation has been established and is now widely communicated (sales participant).
- Although internal rules prohibiting retaliatory action are not currently in place, plans exist to incorporate such rules due to Expo requirements (sales participant).
- Cards containing reporting hotline information are distributed to foreign contract employees with

specific skills (cleaning).

- A suggestion box is planned for installation in the rest area (cleaning).
- A whistle-blowing tool is being introduced to allow employees and external stakeholders (including suppliers and customers) to submit anonymous reports regarding workplace safety, fraud, bribery, conflicts of interest and environmental issues (Official Participant).
- Flyers for the “Compliance Hotline” established by the operating company are posted in locations visible to staff (sales participant).



- Staff members are informed about the Procurement Code Reporting Desk and information leaflets and general materials are displayed in the staff lounge (unofficial participant).



【Examples of comments and information provided by the association】

- A compliance hotline has been established; however, consideration is being given to creating a separate hotline specifically for Pavilion. The organisation also indicated a possibility of expanding the internal hotline to accommodate external stakeholders, with plans to communicate this to the compliance representative (construction work).
⇒ Based on expert advice, the Association explained that reporting hotlines are most effective when displayed prominently and when multiple channels exist. The Association requested the use of reporting hotline posters that had been prepared.
- A company indicated that it does not have internal rules prohibiting retaliation but stated that retaliatory behaviour does not take place and is considered impossible (manufacturing plant).
⇒ The Association communicated expert guidance highlighting the importance of establishing formal rules and ensuring they are widely known so employees can report concerns with confidence.
- No posters or notices regarding the reporting desk were displayed at the workplace (interior construction).
⇒ The Association provided posters for the Procurement Code reporting desk and requested that they be displayed.



(3) Environment (common standards)

【Good practice examples】

- During construction work, heavy machinery powered by biofuel refined from waste oil generated at company facilities and from waste cooking oil collected internally was used (construction company).



Example: KONOIKE CONSTRUCTION CO., LTD.,

OBUYASHI CORPORATION, DAITETSU KOGYO CO., LTD., and Tsuchiya Joint Venture

- Secondary products made from carbon-negative concrete and podiums manufactured using recycled waste plastic through 3D printing technology were utilised. A recirculating wastewater-reuse septic tank was also used for wastewater treatment (construction company).
- Environmental impact was reduced by increasing the proportion of bio-PP in product packaging and eliminating the use of plastic shopping bags (sales participant).
- Pavilion construction included the use of thatch collected through grassland conservation activities for roofing materials and the reuse of timber and components sourced from closed school buildings. Additional pavilion structures were designed for efficient assembly and disassembly to minimise waste and maximise the reuse of materials (unofficial and Official Participant).



Example: At EARTH MART, panels are displayed to explain the

procurement of thatch used for roofing materials.

- The pavilion roof uses a tensile membrane made of high-quality PVC fabric, designed to provide sun protection, cooling functions and rainwater recycling capabilities (Official Participant).
- Trees and plants used in the pavilion landscape are rented for the duration of the Expo, with the expectation that they will be reused after the event (Official Participant).
- The use of harmful azo dyes has been reduced, along with exposure risks (Official Participant).

(4) Human Rights (Common Standards)

【Examples of comments and information provided by the association】

- A guide dog was refused entry without justifiable reason (Official Participant).
⇒ The Association requested that appropriate measures be taken and re-communicated the rules regarding assistance dogs to all businesses.
- During staff recruitment training, comments were made that adversely affected the personality of participants (security).
⇒ The Association requested an apology and measures to prevent recurrence and conveyed the company's written apology to the affected individual.

(5) Wages (common standards)

【Examples of comments and information provided by the association】

- Wages were not paid for the waiting time between assembly and the start of work (security).
⇒ The Association requested full payment of unpaid wages and instructed the company to reinforce appropriate labour management practices.

(6) Prohibition of long working hours (common standards)

【Good practice examples】

- Work efficiency is being improved through a schedule of eight closures every four weeks, designated no-overtime days, simplified paperwork and the utilisation of ICT (construction work).
- To reduce administrative burdens on site, a support team collaborates with the construction area

and provides assistance such as preparation of documentation (construction work).

- Construction work is carried out within fixed hours from 8:00 to 17:00. The construction schedule is not tight and progress is ahead of plan (construction work).
- Working hours are from 9:00 to 17:00 with no overtime and weekends and public holidays are non-working days. Breaks are scheduled from 10:00 to 10:30, 12:00 to 13:00 and 15:00 to 15:30, with additional short breaks taken as needed (interior construction).
- The Expo construction project aims to create a legacy of efficient construction management practices. Tablets are provided to construction forepersons to support the accurate dissemination of information, including educational videos for new visitors, drawings and notices regarding changes to traffic routes. This has been well received by managers and workers, as it has reduced miscommunication that may occur on site when route changes prevent staff from arriving smoothly (interior construction).



- The number of on-site workers has been increased to allow workers to take breaks in rotation (Official Participant).
- A real-time system has been introduced to track and monitor working hours to prevent excessive overtime (Official Participant).
- Work shifts operate from 7:30–15:30 and 15:00–23:00 without overtime. During the summer period, workers take a one-hour meal break and short ten-minute breaks each hour (cleaning).
- Working hours have been reduced through the utilisation of digital transformation (DX) technologies (construction company).

(7) Workplace Safety and Health (Common Standards)

【Good practice examples】

< Overall structure and mechanism >

- When new employees enter the facility, checks are conducted for pre-existing medical conditions and nearby workers are asked to monitor individuals with chronic conditions that may cause seizures (construction work).
- All workers receive comprehensive construction site training before beginning work. Training includes the obligation to wear personal protective equipment (PPE), identification of potential hazards, required safety measures, prohibited activities, emergency response and procedures for high-risk work such as working at height (Official Participants).
- As part of accident prevention efforts, pointing and calling, KY (hazard prediction) training and the requirement for each worker to carry a handbook are planned (cleaning).
- Fall-prevention equipment is inspected and hands-on training is provided (construction work).
- Awareness-raising activities are conducted during daily morning assemblies and safety patrols. Accident case videos are shown and awareness signs are displayed (construction work).
- Basic knowledge of safety harness use is confirmed during morning assemblies. Steps on the construction site are visually highlighted (construction work).
- Health conditions are confirmed during morning radio calisthenics. The working environment is checked and workers are directly approached during three daily patrols (construction work).
- Information on work tasks for the current and following day and identification of dangerous areas is communicated. Temporary structures, such as scaffolding, are installed in advance based on prior discussions (construction work).
- During the daily morning meeting, workers' health conditions are reviewed using a KY (hazard prediction) sheet and supervisors visually check workers' complexions and eyes. If any concern is identified, verbal confirmation is made (interior construction).
- At all work sites, details of the day's work are communicated during morning meetings and risk assessments are conducted for high-risk tasks (working at heights or works using fire). Demonstrations of stepladder use are provided to all workers when required (interior construction).
- A policy has been issued requiring primary contractors to patrol the site at least twice a month (construction work).
- Safety matters are discussed at the Safety and Health Committee each month and on-site

inspections are conducted quarterly to identify hazards and implement corrective measures. Reports are submitted to the Labour Standards Inspection Office (manufacturing plant).

- Contract factories are visited four to five times each year to directly confirm working conditions and safety standards. Evaluations are undertaken using a checklist to assess potential issues related to human rights or working conditions (manufacturing plant).
- In addition to regular audits, audit checklists are used during factory visits to confirm compliance with human rights and labour laws and verify health and safety practices. Self-diagnosis checklists are also used to confirm understanding and compliance with audit items (manufacturing plant).
- External audits are conducted for overseas subcontract factories to confirm employee identification, verify time cards against payroll and conduct random interviews (manufacturing plant).
- As part of initiatives to protect labour and human rights, these requirements have been incorporated into work regulations and communicated widely. Posters prohibiting discriminatory treatment have been installed in cafeterias and meeting rooms (manufacturing plant).
- Notices regarding emergency contact procedures are displayed at all work sites (interior construction).

< Individual initiatives >

- Hazardous materials are carefully managed and measurements of harmful substances are undertaken in consideration of site-specific conditions (construction work).
- High-risk tasks in dangerous areas are assigned to highly skilled employees. Work allocations consider the needs of older employees and women (manufacturing plant).
- Health, Safety and Environment (HSE) personnel are deployed to ensure safety (Official Participants).
- Staff suggestions regarding work shift improvements were conveyed to management, resulting in improved shift arrangements (Unofficial Participant).

< Environmental Improvement >

- Flushing handwashing facilities (separate for men and women), a women's changing room and a parking area for commuter vehicles are provided (construction work).
- Air-conditioning equipment, additional lighting and rest areas have been installed based on worker feedback and practices observed at other sites (construction work).
- Cleanliness of toilets used by workers has been confirmed (interior construction).
- To reduce tripping hazards, visual markers are placed on protruding elements, such as drainage pipes (interior construction).



- When paint is used, an enclosure is installed and a "Danger" sign is displayed to prevent odours from spreading to other workers. A fan is used when odours become concentrated (interior construction).

< Break >

- Measures to reduce fatigue include providing a rest area with tatami flooring and an environment that allows employees to remove footwear and rest comfortably (cleaning, Unofficial Participant).



Example: Biso Building Maintenance Co., Ltd.

- A calm-down and cool-down room has been established within the building to allow visitors and

staff to rest if they feel unwell (Unofficial Participant).



< Heatstroke prevention measures >

- Heatstroke prevention measures include the use of spot cooler fans at work sites, the installation of mist sprayers and ice makers, the provision of air-conditioned rest areas, the distribution of sports drinks and heatstroke detectors to workers and seating arrangements during morning meetings (construction work).
- Seasonal measures include the installation of additional spot cooler fans during the summer and the installation of jet heaters at work sites, rest areas and smoking areas during the winter. Microwave ovens and electric kettles are provided to allow individuals to have hot meals (interior construction).



- To prevent heatstroke during the summer, workers were required to wear wristwatch-type devices that monitored core body temperature, and sufficient neck coolers and fan vests were provided. (Cleaning)
- To prevent heatstroke among staff, oral rehydration solutions and neck coolers were stored in refrigerators. (Unofficial participant)



- To protect outdoor staff from heat, sunshades and air coolers were installed. (Unofficial participant)



【Examples of comments and information provided by the Association】

- "Labour and human rights are checked internally by our own employees; however, a formal audit manual has not yet been established." (Manufacturing plant)

- ⇒ An example of an external audit manual (publicly available audit materials from a major, well-known company taking cutting-edge approaches) was provided as reference material.
- "Until now, we hadn't paid much attention to auditing sewing factories or checking their certification, but with this transaction as a turning point, we will now use the procurement code to ask our business partners to be considerate of labour and human rights." (Manufacturing factory, sales participant)
 - ⇒ Publicly available checklists from industry associations were provided as reference tools for verification.
- When taking a break, I go to a nearby rest area, but around lunchtime there are so many people that it can be difficult to find a seat." (Unofficial participant)
 - ⇒ The manager was requested to ensure that staff have access to rest areas and to make improvements as needed.

(8) Foreign nationals, migrant workers and persons with disabilities (common standards)

【Good practice examples】

<Appropriate labour management >

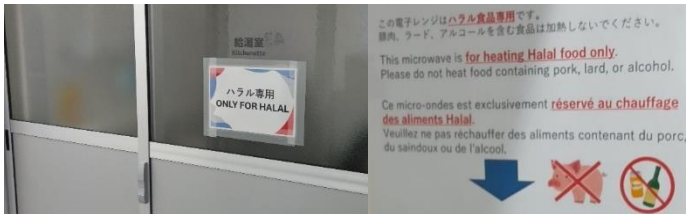
- Technical intern trainees are accepted after their acceptance documents are checked. (Construction work)
- Partner companies are required to submit employment terms and conditions for foreign trainees and workers. (Construction work)
- The prime contractor confirms with the supervisory organisation and intermediary agency that no unfair contracts exist for any foreign workers. (Construction work)
- As the prime contractor, contract details for all subcontractors are checked before entering the site and confirmation is obtained that the contracts are written in both the contractor's native language and Japanese. (Construction work)
- Interviews have confirmed that there is no unfair treatment between intermediaries and hiring companies and it has been confirmed that contracts between dispatch companies and foreign part-time workers are written in their native language. (Manufacturing factory)
- Audits are focused on factories that employ technical intern trainees. During the audits, the trainees are interviewed and the fees paid to the dispatching organisation and the payment method are checked. Dormitories for trainees are also visited to confirm through direct observation whether management complies with Japanese law. (Manufacturing factory)
- Supervisory agencies and intermediaries have confirmed that technical intern trainees and foreign workers are not being required to pay unreasonable fees. Written assurances have been obtained to that effect and regular interviews with workers, audits and unannounced inspections are conducted. (Official Participant)

<Consideration for language>

- A Japanese language comprehension test is conducted during interviews when new employees join and foreign workers with low comprehension levels are not permitted to work alone but are paired with a worker who can understand Japanese. (Construction work)
- Caution signs are posted in English and other languages and the native language of the majority of workers is also displayed. (Construction work)
- Safety signs are equipped with pictograms and other features to ensure they can be understood without words. (Construction work)
- Safety passages are designed to be understood without signage. (Construction work)
- When educating new visitors, materials are prepared in their native language and explanations are provided. (Construction work)
- After Japanese language study sessions and tests are conducted by the supervising organisation, in-house training and practical training are also provided. (Cleaning)
- Particular care is required when using detergents so labels indicating the intended use of each detergent displayed in the employee's native language to prevent incorrect use. (Cleaning)
- Contracts are prepared in the native language before entering the country. If changes are required, they are handled in both the native language and Japanese through an interpreter. (Cleaning)
- Prior to entering the country, language and technical training is provided for more than six months through a local subsidiary. (Cleaning)
- When conveying important work related information to technical intern trainees, an interpreter is present with the cooperation of the union to ensure reliable and clear communication. (Cleaning)
- Individuals who are not fluent in Japanese can use an interpreter. (Official participants)

<Specific initiatives>

- Opportunities for foreign workers to communicate are fostered by regularly organising dinner gatherings and offering refreshments and small care items during visits to their accommodations. Monthly visits by the supervisory organisation are conducted with interpreters to support communication and to confirm any concerns raised by workers. (Cleaning)
- Each employee is allocated a room in rented company housing and a group company conducts individual visits to confirm whether there are any issues requiring attention. (Cleaning)
- Requests related to prayer times and the use of hijabs (cloths that cover the head and body) are confirmed in advance and staff are assigned to sites that meet these requests. (Cleaning)
- A halal-only kitchen is available for staff use and a notice is posted indicating that the microwave oven is for halal food only. (Official participant)



- Several foreign workers (foreign workers with specific skills) are hired for stores at the venue and receive on the job training at existing stores. People with disabilities are also actively considered for employment. (Sales participants)
- Braille signs are provided at the entrances to waiting rooms and toilets in the staff area. (Official participants)



- Physical assistance, such as pushing wheelchairs, is provided to ensure that individuals with mobility impairments can move smoothly throughout the Expo venue. (Official participants)



Example: Kansai Innovation centre General Incorporated

Association

- A mobile robot equipped with a camera allowed individuals who were unable to visit the Expo site to explore pavilion exhibits remotely, enabling real time participation in the content. (Official participant)



Example: Children who have difficulty going out due to illness or disabilities come to a hospital in Kitakyushu City, Fukuoka Prefecture, to experience the Italian Pavilion.

- A service is offered whereby reporters deliver live broadcasts showcasing the attractions of each pavilion, enabling individuals who have difficulty accessing the venue to enjoy the Expo remotely.

(Official participant)

- Artwork created by people with disabilities is licensed through the Buddy Art Project, with a portion of the proceeds donated to welfare facilities and organisations that support people with disabilities. (Sublicensee)

【Examples of observations and information provided by the Association】

- Technical intern trainees are subject to stricter administrative control, so checks are not conducted on a case-by-case basis. Partner companies have been instructed to carry out these checks. (Construction work)
⇒ As the prime contractor, confirmation is requested to ensure that no unfair treatment of technical intern trainees occurs.

(9) Wood (individual standards)

(a) Procurement status of the Grand ring timber and concrete formwork plywood in Three construction section

- For the Grand ring timber, both certified timber (FSC, PEFC, SGEC), as defined in the individual standard “Timber”, and non-certified timber were used. When non-certified timber was used, verification was carried out in accordance with the method set out in the appendix to the “Timber” individual standard (verification methods for non-certified timber).
- Approximately 70% of the Grand ring timber was domestic, most of which was not certified. However, verification through forestry operators and upstream traceability businesses confirmed that all domestic timber met the criteria set out in the appendix to the individual standards for “Timber” in the Procurement Code. Imported timber, which accounted for around 30% of the ring, was fully PEFC-certified. Construction companies explained that the difference in certification status between domestic and imported timber was due to differences in traceability, noting that verification using the Procurement Code appendix is difficult for overseas timber and therefore certified timber is used.
- Concrete formwork plywood was reused in each construction section. In response to questions about reuse practices, operators reported, for example, that the plywood was “reused in other areas of the Expo construction” and “reused an average of around 15 times”. When asked how legality at the felling stage was confirmed, responses included “confirmation through the shipping certificate”, “checking the stamp on the formwork plywood”, and “submission of a letter of commitment from partner companies confirming the legality of the timber”.
- Regarding communication of the Procurement Code, operators in each construction section reported that the Code had been conveyed to their suppliers. Responses included statements such as “the Procurement Code is sent to partner companies with appropriate explanations” and “partner companies are selected on the premise that procurement can be conducted in accordance with the Procurement Code”.

(b) Procurement status of other construction materials

【Good practice examples】

- Certified materials are used for structural and finishing materials, and when non-certified materials are used, verification is conducted in accordance with the appendix to the Procurement Code.
- FSC- and SGEC-certified materials are used, and certification is verified using supporting documents.
- Either certified materials or materials verified in accordance with the appendix to the Procurement Code are used. The choice depends on the ease of procurement, which varies by construction company.
- For verification based on the appendix, the legality of timber sourcing is confirmed by checking delivery notes from timber suppliers and conducting interviews and on-site verification at the local factories where the timber is processed.

(c) Procurement status of other concrete formwork plywood

【Good practice examples】

- In principle, reused formwork owned by formwork contractors is used. When new plywood is required, certified products are selected and the actual materials are inspected.
- Certified materials are used, and a reuse cycle has been established in which formwork contractors reuse the materials at subsequent sites. Distribution routes are verified through documentation.
- Formwork previously used at other Expo construction sites has been reused.
- It has been confirmed that the plywood bears a certification number indicating that it is legal

timber.

- Certification stamps verifying legality are checked, and formwork contractors are required to submit a pledge stating that only legal materials are used.

【協会から指摘・情報提供を行った事例】

- It was confirmed that the construction company delivered timber stored in its own warehouse. In addition, as the construction plan lists the supplier, confirmation was undertaken to ensure that the supplier was not procuring illegally harvested timber or timber produced without environmental consideration.
⇒The Association requested that documents normally provided by forest owners or producers to suppliers be obtained for verification in accordance with the Procurement Code.

(d)Other

【Good practice examples】

- Fixtures such as chairs and tables are made from FSC-certified materials and recycled materials. (Sales participant)
- Supply chain surveys are conducted and supporting documents and relevant certifications are organised for each supplier. (Official participant)
- Plates that are not subject to the individual wood standards are also verified using the appendix to the Procurement Code. (the Association)
- The design bar is housed in a wooden case, and the supplier has provided certification confirming that the wood is environmentally friendly.
⇒Although not subject to the individual wood standards, obtaining such certification was recognised as a positive initiative, and the retention of the certificate was requested as it serves as important evidence.
- The interior design, interior décor and tableware of the store are made from recycled construction waste materials. (Business participant)
- The use of thinned wood is under consideration. (Sales participant)
- Palmwood that would otherwise be disposed of as industrial waste after harvesting is being effectively utilised. (Official participant)
- Flooring materials are rental items and will continue to be reused as rental assets by the construction company after the Expo. (Official participants)

(10) Paper (individual standards)

【Good practice examples】

- Certified paper is currently used for wrapping paper and outer boxes, and non-certified paper will also be used in the future.
⇒When non-certified paper is used, the Association requested that the paper manufacturer provide and retain the appendix to the Procurement Code.
- “Is it sufficient if the standards set out in the Green Purchasing Law Basic Policy are met?” (Event participant)
⇒Paper made from 100% recycled content is acceptable, but when virgin pulp is included, the use of certified paper or verification using the appendix to the Procurement Code was requested.
- FSC-certified toilet paper was planned for procurement, but the recycled content ratio was initially unknown (later confirmed to contain 100% recycled paper pulp). (Cleaning)
⇒Procurement using products containing 100% recycled paper pulp was requested.
- “The toilet paper currently used is not made from 100% recycled paper pulp.” (Unofficial participant)
⇒It was requested that, from the next procurement cycle onwards, products containing 100% recycled paper pulp be purchased.

【Examples of comments and information provided by the Association】

- Certified paper is currently used for wrapping paper and outer boxes, and non-certified paper will also be used in the future.
⇒When non-certified paper is used, the Association requested that the paper manufacturer provide and retain the appendix to the Procurement Code.
- “Is it sufficient if the standards set out in the Green Purchasing Law Basic Policy are met?” (Event participant)
⇒Paper made from 100% recycled content is acceptable, but when virgin pulp is included, the use of certified paper or verification using the appendix to the Procurement Code was requested.
- FSC-certified toilet paper was planned for procurement, but the recycled content ratio was initially unknown (later confirmed to contain 100% recycled paper pulp). (Cleaning)

⇒ Procurement using products containing 100% recycled paper pulp was requested.

- “The toilet paper currently used is not made from 100% recycled paper pulp.” (Unofficial participant)
⇒ It was requested that, from the next procurement cycle onwards, products containing 100% recycled paper pulp be purchased.

(11) Agriculture, livestock and fishery products, palm oil (individual standards)

【Good practice examples】

- Information from a certification organisation has already been received regarding potential suppliers, and certified bean sprouts are expected to be procured. (Sales participant)
- For the procurement of fresh agricultural products, a six-month list of items such as tomatoes and aubergines has been prepared and submitted to a certification organisation, which is currently assessing procurement feasibility. (Sales participant)
- Only certified Japanese products are purchased. (Official participant)
- Fresh livestock products are planned for procurement, and following an introduction from the Ministry of Agriculture, Forestry and Fisheries, participation in a matching consultation meeting with a certification organisation is scheduled. (Sales participant)
- Products made with JAS-certified organic ingredients are offered, and this information is clearly displayed in stores. (Sales participant)



- Certified palm oil is already in use and is planned to be used at the Expo. (Sales participant)
- For processed products such as margarine and shortening, items made with certified palm oil as an ingredient will be used. (Sales participant)
- Dishwashing detergent containing palm oil is RSPO-certified. (Unofficial participant)
- Products made with plant-based ingredients are offered as a “future food experience”, enabling visitors to enjoy and learn about sustainable dietary options. (Unofficial participant)



Example: Pasona

- Many businesses offered plant-based foods with environmental and health considerations, including the development and provision of soy-based plant-based products designed to replace eggs and fish. (Sales participant)
- To accommodate diversity, food is produced on a certified halal-dedicated line at the central kitchen and is planned to be served at the venue. (Sales participant)
- Many businesses made efforts to accommodate halal and vegan dietary needs, including offering vegan curry rice—developed in collaboration with manufacturers—and curry rice free from major allergens. (Sales participant)
- Products are sold with clear labelling indicating the use of locally sourced ingredients from the Kansai region. (Unofficial participants)

【Examples of comments and information provided by the Association】

- "Although it is currently difficult to procure certified products, we are able to trace the origin and producer of the planned goods. If we can foresee the possibility of securing raw materials for certified products, it is not impossible to change our business partners." (Sales participant)
 ⇒ The Ministry of Agriculture, Forestry and Fisheries was requested to share information with certification organisations on potential suppliers of certified products, and consideration was requested regarding the feasibility of changing business partners in light of this information.
- "We ask our suppliers to look for certified products, but there are not enough certified products in circulation." (Sales participant)
 ⇒ It was acknowledged that certified products are not always widely available depending on variety and season, and consultation with a certification organisation was requested.
- "We are planning to procure abalone, an endangered species. It is not listed on the Ministry of the Environment's Red List, so is it possible to procure it?" (Sales participant)
 ⇒ The Procurement Code refers to the IUCN Red List. Confirmation and reporting were requested regarding whether the abalone is sourced from full-cycle aquaculture (permitted as an exception) or obtained in accordance with the Fisheries Distribution Rationalisation System. Consideration was also requested regarding the reasons for and significance of offering endangered species at the Expo before making procurement decisions.
- "We plan to procure Japanese eel fry caught in China in accordance with the Fisheries Distribution Standardisation System." (Sales participant)
 ⇒ Accurate confirmation was requested regarding whether the Japanese eels were legally caught in accordance with the Fisheries Distribution Rationalisation System, which comes into effect in December 2025, followed by reporting.
- "We plan to purchase Japanese eels as a seasonal product on Doyo no Ushi no Hi (Day of the Ox)." (Sales participant)
 ⇒ As endangered species cannot be procured except in exceptional cases, confirmation and reporting were requested to determine whether the fish are fully farmed (permitted as an exception), or legally caught in accordance with the Fisheries Distribution Optimisation System, which comes into effect in December 2025.
- "We plan to procure Bicolor eel (*Anguilla bicolor*), which is not included in the IUCN Red List." (Business participant)
 ⇒ A request was made to ensure that the product description clearly indicates that the eel is Bicolor eel (*Anguilla bicolor*), which is not included in the IUCN Red List.
- "We would like to consider food diversity, but due to limitations in kitchen space, electrical capacity for equipment, and stock levels, it is difficult to realise all menu options, and accommodating vegan options appears to be challenging. As all dishes must be prepared in the same kitchen, cross-contamination is possible, so we have decided to categorise all options as vegetarian." (Sales participant)
 ⇒ Items that can be designated as vegan, such as those produced on a dedicated line or procured as single ingredient products for processing, were requested to be identified separately.
- "It seems possible to procure domestically produced food products." (Sales participant)
 ⇒ Items produced in disaster-affected or neighbouring regions were requested to be highlighted and actively promoted.
- "Are food samples also subject to the Procurement Code?" (Event participant) (Event participation)
 ⇒ It was confirmed that tasting samples are also subject to the Procurement Code, and clarification was requested regarding whether they must be included in the procurement plan.

(12) Others

【Good practice examples】

- Uniforms are being produced using materials such as offcuts and plant derived fibres, and are designed with reuse and recycling in mind.
- (Sales participant, unofficial participant)
- To reduce waste, toilet hand paper tissues and umbrella bags are avoided as far as possible, and hand roll towels and umbrella water removal machines are used instead. (Unofficial participant)
- Water used during vegetable preparation is reused for watering plants inside the pavilion. (Official participant)
- Air purifiers and foot massage machines are installed in the staff break room. (Unofficial participant)
- Licensed nurses and individuals with care related qualifications are assigned during the event. (Unofficial participant)
- Timber from Fukushima Prefecture is used for the large roof ring, and the Namie factory in

Fukushima is utilised for its production. (Construction company)

4.2 List of certifications recognised by the EXPO 2005 Association

Certification System	Overview	Procurement Code Target items for use
FSC 	FSC® (Forest Stewardship Council®) certification is an international certification system that promotes responsible forest management that is environmentally sound, socially beneficial and economically sustainable.	Wood/paper
PEFC 	PEFC (Programme for the Endorsement of Forest Certification) is the world's largest certification system. It confirms whether national forest certification schemes comply with international standards for sustainable forest management.	Wood/paper
SGEC 	SGEC (Sustainable Green Ecosystem Council) is Japan's unique forest certification system that reflects Japan's natural and social conditions. Its standards have been approved by PEFC, enabling SGEC certified materials to be distributed internationally as PEFC certified materials.	Wood/paper
GLOBAL G.A.P. 	GLOBALG.A.P (Good Agricultural Practices) is an internationally recognised and trusted certification system. Its standards cover food safety, environmental sustainability, occupational health and safety, animal welfare and supply chain transparency , aiming to support producers, retailers and consumers worldwide through safe and responsible agriculture.	Agricultural products
ASIAGAP 	ASIAGAP is a GAP certification system originating in Japan and was the first in Asia to be recognised by the Global Food Safety Initiative (GFSI) in 2018. It covers food safety, environmental conservation, labour safety, human rights and welfare and farm management.	Agricultural products
JGAP 	JGAP is a GAP certification system originating in Japan with more than ten years of history. It certifies sustainable farm management practices in areas such as food safety, environmental conservation, labour safety and human rights and welfare. There are certification standards for both agricultural and livestock products, with the latter including livestock hygiene and animal welfare.	Agricultural products/ Livestock products
Rainforest Alliance 	The Rainforest Alliance is a comprehensive certification system that promotes sustainable agriculture, including forest protection, respect for workers' human rights, improved livelihoods and climate change mitigation and adaptation. It provides training and certification in more than sixty countries and implements land management projects.	Agricultural products (tea, bananas, oranges, other fruits and vegetables)
Fairtrade Mark 	International Fairtrade Certification is awarded to products that meet the International Fairtrade Standards, which set out social, environmental and economic requirements for each stage of production from raw materials through import, processing and manufacturing to the final product. These standards aim to promote sustainable development for small scale producers and workers in developing countries.	Agricultural products (coffee, tea, cacao and fruit) *Made in overseas
SSAP 	SSAP (U.S. Soybean Sustainability Assurance Protocol) is an international certification program that certifies the sustainability of soybean production based on social, environmental and economic criteria. It verifies sustainable production nationwide through third-party audits and encourages U.S. farmers to promote sustainability and continuous improvement.	Agricultural products (American soybeans)
LPA 	The Livestock Production Assurance Scheme (LPA) is an Australian farm assurance program that covers food safety, environmental friendliness and animal welfare.	Livestock products (Australian

			beef)
NFAS		The National Feedlot Accreditation Scheme (NFAS) is a quality assurance programme for Australian feedlots that includes requirements for food safety, environmental management and animal welfare.	Livestock products (Australian beef)
OSAKA Sustainable Livestock Certification System		The OSAKA Sustainable Livestock Certification System was established to promote sustainable production practices on farms in Osaka Prefecture, enhance the added value of livestock products and ensure a safe supply of livestock products for prefectural residents, contributing to the achievement of the international goals of the SDGs.	Livestock products (milk, beef, pork, eggs and meat.)
Sustainability HACCP Farm		The Sustainability HACCP Certified Farm Designation is granted to farms that hold Farm HACCP certification and also meet broader social requirements such as the SDGs.	Livestock products (milk, beef, pork, eggs, chicken)
Cage-free Egg Certification		Cage-free egg certification applies to eggs produced in certified poultry houses and facilities that comply with the Cage-free Raising Management Standards for Laying Hens to maintain a rearing environment that considers animal welfare. Certified eggs are stored and managed separately from non-certified eggs and are graded before shipment and labelled with the certification mark.	Livestock products (eggs)
MEL		MEL (Marine Eco-Label Japan) is a Japanese marine eco-label that certifies fisheries and aquaculture operations that consider resource and ecosystem conservation. It reflects Japan's diverse cultural and environmental characteristics, including fish species, fishing methods and marine industries.	Seafood
MSC		MSC (Marine Stewardship Council) certification is an international certification system for sustainable fisheries that are responsibly managed with consideration for marine resources and the wider environment. Seafood caught in MSC-certified fisheries can be labelled with the MSC eco-label.	Seafood
ASC		The ASC (Aquaculture Stewardship Council) is an international certification system for seafood produced through responsible aquaculture that considers environmental, community and social impacts.	Seafood (Aquaculture)
BAP		BAP (Best Aquaculture Practices) certification is a third-party certification administered by the Global Aquaculture Alliance (GAA). It covers environmental responsibility, social responsibility, food safety, animal welfare and traceability.	Seafood (salmon, shrimp, mussels, red and sea bream.)
ISPO		ISPO (Indonesian Sustainable Palm Oil) is a national certification system run by the Indonesian Sustainable Palm Oil Certification Council (ISPOCC). It certifies palm plantations, producers and processing companies that meet standards relating to legality, good agricultural practices, environment, labour, socio-economic factors and transparency, contributing to the development and implementation of international standards for sustainable palm oil.	Palm oil
MSPO		MSPO (Malaysia Sustainable Palm Oil) is a national certification scheme administered by the Malaysian Palm Oil Certification Council (MPOCC). It certifies palm plantations and processing facilities that meet standards relating to legality, environmental management, social responsibility and other requirements.	Palm oil
RSPO		RSPO (Roundtable on Sustainable Palm Oil) is a non-profit international membership organisation that brings together stakeholders across the palm oil industry, including growers, processors and traders, consumer goods manufacturers, retailers, banks and investors and	Palm oil

	environmental and social NGOs, to develop and implement globally recognised standards for sustainable palm oil production.	
--	--	--

4.3 Status of Reports Received and Processed by the Reporting Desk for the Procurement Code

Case No	Date Received	Reporter	Category	Summary of Report	Processing status
1	17 September 2024	third party	Human Rights, Labour	Complaint of unfair labour practices at a company that manufactures construction materials.	On January 23, 2025, the reporter was notified that the processing procedure would not commence and the procedure at this reporting hotline was terminated.
2	07 March 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	A decision to initiate processing was made on 14 March 2025, and the reporter was notified. An advisory committee was established to investigate and organise the matter; however, in light of the move to establish an integrated consultation and response system, and with the reporter's consent, the matter was transferred to that system. *
3	11 March 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	A decision to initiate processing was made on 25 March 2025, and the reporter was notified. An advisory committee was established to investigate and organise the matter; however, in light of the move to establish an integrated consultation and response system, and with the reporter's consent, the matter was transferred to that system. *
4	27 March 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	A decision to initiate processing was made on 28 March 2025, and the reporter was notified. An advisory committee was established to investigate and organise the matter; however, in light of the move to establish an integrated consultation and response system, and with the reporter's consent, the matter was transferred to that system. *
5	18 April 2025	the reporter	Human Rights, Labour	Complaint regarding unfair treatment by Pavilion Organisers.	A decision to initiate processing was made on 30 April 2025, and the reporter was notified. An advisory committee was formed and convened to conduct interviews with the reporter, the person reported, and other relevant parties, to compile detailed information and prepare for dialogue.
6	28 April 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	The Association had been gathering information to determine whether to initiate processing; however, due to insufficient detailed information from the reporter, the procedure at this reporting desk was closed.
7	09 May 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion	A decision to initiate processing was made on 10 June 2025. The reporter subsequently withdrew the report, and the procedure at this reporting hotline was closed.

				Organisers.	
8	09 May 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	The Association had been gathering more detailed information to determine whether to initiate processing; however, the reporter withdrew the report, and the Association therefore decided not to commence processing.
9	18 June 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	The Association had been gathering more detailed information to determine whether to initiate processing; however, the reporter withdrew the report, and the Association therefore decided not to commence processing.
10	26 June 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	The Association had been gathering more detailed information from the reporter to determine whether to initiate processing; however, in light of the move to establish a system for providing integrated consultation services, and with the reporter's consent, the matter was transitioned to that process instead.
11	09 July 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	The Association had been gathering more detailed information from the reporter to determine whether to initiate processing; however, in light of the move to establish a system for providing integrated consultation services, and with the reporter's consent, the matter was transitioned to that process instead.
12	25 July 2025	the reporter	Economy	Complaint regarding non-payment of contract fees for construction work by Pavilion Organisers.	The Association had been gathering more detailed information from the reporter to determine whether to initiate processing; however, in light of the move to establish a system for providing integrated consultation services, and with the reporter's consent, the matter was transitioned to that process instead.
13	05 September 2025	the reporter	Economy	Complaint of intellectual property infringement in the services provided by the supplier.	The Association had been gathering more detailed information from the reporter to determine whether to initiate processing; however, in light of the move to establish a system for providing integrated consultation services, and with the reporter's consent, the matter was transitioned to that process instead.
14	24 December 2025	third party	Human Rights, Labour (tentative)	Complaint in a company that manufactures construction materials. (Tentative)	The Association is currently gathering more information to determine whether to begin processing.

*Regarding complaint concerning construction work undertaken by Pavilion Organisers and other entities, the Association established a system whereby it serves as the initial point of contact in order to reduce the burden on those seeking consultation and to enable a more efficient response. Under this system, the Association receives the consultation and, with the consent of the individual concerned, introduces them to the competent supervisory authorities—such as the national government or Osaka Prefecture—that hold the legal authority to address such matters, while ensuring that the Association also remains involved through an integrated response framework. Consequently, cases received through this contact point were transferred to this system, with the results of the organisation and investigation conducted through the Advisory Committee and other bodies being carried over.

5 Status of the Reception and Processing of Reports at the Human Rights Reporting Desk

Case No.	Report		Category	Summary of Report	Processing status
1	Others	Individual Concerned	Discrimination	Complaint of discriminatory remarks made by association staff towards participants at external events.	An Association official issued a warning to the Individual Concerned and offered an apology to the Reporter, thereby completing the procedures at this reporting desk.
2	Others	Individual Concerned	Discrimination	Complaints requesting consideration of diversity in the association's productions.	The Individual Concerned and the Relevant Parties were informed of the importance of consideration for diversity, the Reporter was notified, and the procedures at this reporting desk were concluded.
3	Others	Related Party	Rights of Persons with Disabilities	Complaint regarding ticket purchasing and accommodations for visually impaired people at the Expo venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the improvements, and the procedures at this reporting desk were concluded.
4	Others	Individual Concerned	Discrimination	Complaint requesting consideration of discrimination in association productions.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
5	Others	Related Party	Safety and Hygiene / Safety and Health	Complaint regarding construction workers' access and toilet use.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the improvements, and the procedures at this reporting desk were concluded.
6	Others	Related Party	Safety and Hygiene / Safety and Health	Complaint calling for safety considerations for construction workers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the results of the investigation and response, and the procedures at this reporting desk were concluded.
7	Staff	Individual Concerned	Harassment, Working Conditions and Work Environment	Complaint regarding harassment and labour contracts at pavilion management entities,	An investigation was conducted with the Individual Concerned, the Reporter was informed of the findings, and the procedures at this reporting desk were concluded.
8	Others	Third party	Children's Rights	Complaint regarding the installation of children's toilets.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the results of the investigation, and the procedures at this reporting desk were concluded.
9	Others	Third party	Children's Rights	Complaint regarding rules for using children's toilets.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
10	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding rules for using personal mobility devices.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
11	Visitors	Individual Concerned	Rights of Persons with Disabilities	Wheelchair accessibility Complaint.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.

12	Others	Third party	Freedom of Expression	Complaint regarding the Association's response to interviews.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
13	Others	Family Member	Discrimination	Complaint regarding the operation of limiting payment methods at the venue to cashless payment.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the Association's approach to the matter, and the procedures at this reporting desk were concluded.
14	Others	Third party	Privacy	Complaint regarding online streaming from the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
15	Staff	Individual Concerned	Privacy	Complaint regarding the employer's own baggage inspection of staff.	An investigation was conducted with the Individual Concerned and others, the Reporter was informed of the findings, and the procedures at this reporting desk were concluded.
16	Staff	Third party	Freedom of Expression	Complaint regarding the Association's response to interviews.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
17	Others	Family Member	Children's Rights	Complaint regarding disciplinary training at school due to Expo.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
18	Others	Family Member	Rights of Persons with Disabilities	Complaint regarding the entrance gates and treatment for people with disabilities when entering the pavilion.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the matters that could be addressed, and the procedures at this reporting desk were concluded.
19	Staff	Individual Concerned	Harassment, Working Conditions and Work Environment	Complaint regarding harassment and labour contracts at pavilion management entities.	At the Reporter's request, the matter was put on hold; however, as communication with the Reporter subsequently ceased, the procedures at this reporting desk were concluded.
20	Others	Individual Concerned	Discrimination	Complaint regarding the Association's response to online inquiries from elderly people.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
21	Others	Individual Concerned	Rights of Persons with Disabilities	Disability ticket type Complaint.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
22	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of overbearing behaviour by staff of the pavilion management organisation.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
23	Visitors	Third party	Harassment	Complaint about customer harassment at the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.

24	Staff	Third party	Discrimination	Complaint by a child attendee about discriminatory behaviour towards venue staff.	Although an investigation was conducted with the Relevant Parties, it was not possible to identify the Individual Concerned, so the Reporter was informed of this, and the procedures at this reporting desk were concluded.
25	Others	Third party	Safety and Hygiene / Safety and Health	Complaint regarding concerns about cosplay at the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
26	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding personal mobility rental rules.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the apology and planned improvements from the Individual Concerned, and the procedures at this reporting desk were concluded.
27	Others	Third party	Safety and Hygiene / Safety and Health	Complaint regarding concerns about cosplay at the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
28	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts at pavilion management entities.	An investigation was conducted with the Individual Concerned and others, the Reporter was informed of the findings, and the procedures at this reporting desk were concluded.
29	Visitors	Individual Concerned	Discrimination	Complaint regarding priority entry for strollers at the entrance gate.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
30	Visitors	Individual Concerned	Discrimination	Complaint regarding the content of explanations given by staff at pavilion management entities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
31	Visitors	Individual Concerned	Discrimination	Complaint regarding the inclusion of a gender question in the post-visit survey.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
32	Visitors	Individual Concerned	Discrimination	Complaint regarding universal toilet usage rules.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
33	Staff	Individual Concerned	Harassment, Working Conditions and Work Environment	Complaint regarding harassment and working conditions for Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
34	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding discount rules for people with designated intractable diseases at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.

35	Visitors	Individual Concerned	Harassment, Working Conditions and Work Environment	Complaint regarding employment contracts at pavilion management entities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
36	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding medical support for staff of pavilion management entities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
37	Others	Individual Concerned	Other	Copyright Complaint.	Although the details were repeatedly confirmed with the Reporter, the information remained unclear and it was determined that it would be difficult to proceed, so the procedures at this reporting desk were concluded.
38	Others	Third party	Privacy	Complaint regarding online streaming from the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
39	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of intimidating behaviour by venue staff.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
40	Visitors	Individual Concerned	Privacy	Complaint regarding defamatory comments made on social media regarding images taken at the venue.	After confirming the details with the Reporter, the Association informed the Reporter of the matters it was able to address, and the procedures at this reporting desk were concluded.
41	Visitors	Individual Concerned	Privacy	Complaint of slander between staff at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
42	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry at Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
43	Visitors	Individual Concerned	Discrimination	Complaint regarding exhibits by Pavilion Organisers.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
44	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry at Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
45	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding discount rules for people with mental disabilities at venues.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
46	Staff	Individual Concerned	Safety and Hygiene / Safety	Complaint regarding passive smoking from smoking areas within the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements and timing,

			and Health		and the procedures at this reporting desk were concluded.
47	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint to improve the environment in the venue's staff rest area.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements and timing, and the procedures at this reporting desk were concluded.
48	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry at Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
49	Staff	Individual Concerned	Harassment	Complaint regarding the handling of customer harassment by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
50	Staff	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding unfair treatment by Pavilion Organisers.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
51	Staff	Individual Concerned	Harassment, Working Conditions and Work Environment	Complaint regarding harassment and labour contracts at pavilion management entities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the findings, but communication from the Reporter ceased after September, and the procedures at this reporting desk were concluded.
52	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions for Pavilion Organisers.	The matter had been put on hold at the Reporter's request, but communication from the Reporter subsequently ceased, and the procedures at this reporting desk were concluded.
53	Staff	Individual Concerned	Discrimination	Complaint regarding discriminatory treatment by Pavilion Organisers.	Although the Association contacted the Reporter multiple times and continued to confirm the details of the report, communication from the Reporter ceased after June, and the procedures at this reporting desk were concluded.
54	Others	Third party	Safety and Hygiene / Safety and Health	Complaint about the health of venue staff posted on social media.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
55	Staff	Individual Concerned	Harassment	Complaint regarding harassment at pavilion management entities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the findings and asked whether they wished to engage in dialogue, but communication from the Reporter ceased after August, and the procedures at this reporting desk were concluded.
56	Staff	Individual Concerned	Harassment	Complaint regarding harassment at pavilion management entities.	Although the Association had been confirming the details of the report with the Reporter, communication from the Reporter ceased after June, and the procedures at this reporting desk were concluded.

57	Visitors	Family Member	Rights of Persons with Disabilities	Complaint regarding rules for using shared outlets at venues.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
58	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of inappropriate behaviour by staff at the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
59	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry for visually impaired people by Pavilion Organisers.	The Reporter informed the Association that the matter had been resolved by other means, and the procedures at this reporting desk were concluded.
60	Visitors	Individual Concerned	Rights of Persons with Disabilities	A request from pavilion operator. regarding priority entry for those with medical certificates.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
61	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry for visually impaired people by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
62	Others	Third party	Rights of Persons with Disabilities	Complaint calling for people with disabilities to be invited to the Expo.	The Reporter was thanked for the reference comments, and the procedures at this reporting desk were concluded.
63	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding shouting and other incidents by venue staff.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
64	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry for people with mental disabilities by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
65	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding the treatment of guide dogs by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the results of the investigation and response, and the procedures at this reporting desk were concluded.
66	Visitors	Individual Concerned	Discrimination	Complaint regarding discriminatory treatment by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
67	Staff	Individual Concerned	Other	Complaint of inappropriate behaviour by venue staff.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
68	Staff	Individual Concerned	Other	Complaint of inappropriate behaviour by venue staff.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.

69	Staff	Individual Concerned	Other	Complaint of inappropriate behaviour by venue staff.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
70	Others	Third party	Other	Complaint regarding construction work by Pavilion Organisers.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
71	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint of inappropriate treatment of people with disabilities by venue staff.	After confirming the matter with the relevant parties, the Association notified the reporter and offered an apology, thereby completing the procedures at this reporting desk.
72	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions for Pavilion Organisers.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
73	Others	Third party	Rights of Persons with Disabilities	Complaint calling for people with disabilities to be invited to the Expo.	The Reporter was thanked for the reference comments, and the procedures at this reporting desk were concluded.
74	Staff	Individual Concerned	Discrimination	Complaint regarding employment opportunities at venue facilities.	Although the Association requested additional information from the Reporter to proceed with the matter, no response was received, and the procedures at this reporting desk were concluded.
75	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint about inappropriate remarks made to a person with a disability on a bus operating outside the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
76	Visitors	Individual Concerned	Discrimination	Complaint regarding discriminatory behaviour by Pavilion Organisers.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
77	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding heat countermeasures to staff at the venue.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
78	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of intimidating remarks made by off-site staff.	Although an investigation was conducted with the Relevant Parties, it was not possible to identify the Individual Concerned, so the Reporter was informed of this, and the procedures at this reporting desk were concluded.
79	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of unsafe behaviour by venue staff.	Although an investigation was conducted with the Relevant Parties, it was not possible to identify the Individual Concerned, so the Reporter was informed of this, and the procedures at this reporting desk were concluded.
80	Staff	Individual Concerned	Safety and Hygiene / Safety and	Complaint regarding heat countermeasures to staff at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk

			Health		were concluded.
81	Visitors	Family Member	Rights of Persons with Disabilities	Complaint regarding priority entry for people with severe disabilities by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the rules that had been confirmed, and the procedures at this reporting desk were concluded.
82	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions for Pavilion Organisers.	Although the Association had been confirming the details of the report with the Reporter, the Reporter requested to withdraw the matter, and the procedures at this reporting desk were concluded.
83	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts at pavilion management entities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
84	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding heat countermeasures to staff at the venue.	Although confirmation was sought from the Individual Concerned, no response was received, and the procedures at this reporting desk were concluded.
85	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts. at venue facilities.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
86	Others	Affiliated Organisation	Other	Complaint regarding construction work by Pavilion Organisers.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
87	Staff	Individual Concerned	Harassment	Complaint regarding harassment by Pavilion Organisers.	At the Reporter's request, the matter was withdrawn, and the procedures at this reporting desk were concluded.
88	Visitors	Family Member	Other	Complaint regarding the response of venue staff to intimidating behaviour between visitors that occurred within the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
89	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts at pavilion management entities.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
90	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts at venue facilities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
91	Others	Individual Concerned	Discrimination	Complaint regarding past discriminatory remarks made by a performer at an event.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
92	Staff	Individual Concerned	Harassment	Complaint regarding harassment between staff of the pavilion management body and other parties.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the

					procedures at this reporting desk were concluded.
93	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding heat countermeasures to staff at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
94	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding parking rules for people with disabilities.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
95	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding unfair treatment by Pavilion Organisers.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
96	Others	Third party	Other	Complaint regarding construction work by Pavilion Organisers.	The Reporter was thanked for providing the information, and the procedures at this reporting desk were concluded.
97	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
98	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
99	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding heat countermeasures by Pavilion Organisers.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
100	Others	Third party	Other	Complaint regarding security on roads surrounding the venue.	The Reporter was thanked for providing the information, and the procedures at this reporting desk were concluded.
101	Others	Third party	Discrimination	Complaint regarding past statements made by event performers.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.
102	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of intimidating behaviour by pavilion management staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
103	Visitors	Family Member	Rights of Persons with Disabilities	Complaint regarding unfair treatment of people with mental disabilities by staff of the pavilion management body.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
104	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding venue staff's use of rest areas and toilets.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.

105	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
106	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding staff working conditions.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
107	Visitors	Individual Concerned	Discrimination	Complaint regarding unfair treatment by Pavilion Organisers.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
108	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of unsafe working practices at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
109	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
110	Visitors	Family Member	Rights of Persons with Disabilities	Complaint regarding restrictions on entry for large wheelchairs by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
111	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions at Pavilion Organisers.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
112	Staff	Individual Concerned	Other	Complaint regarding instructions for ordering work in venue management.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
113	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding offensive behaviour by pavilion management staff.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
114	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
115	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of coercive behaviour by staff of the pavilion management organisation.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
116	Others	Third party	Discrimination	Complaint regarding past statements made by event performers.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the

					procedures at this reporting desk were concluded.
117	Staff	Individual Concerned	Discrimination	Complaint regarding discriminatory treatment by Pavilion Organisers.	Although the contact information of the Reporter was unknown, an investigation was conducted with the Individual Concerned, and the procedures at this reporting desk were concluded.
118	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding cleaning work by staff of the opposite sex in the venue's toilets.	After confirming the details with the Reporter, it was determined that consulting another office would be more effective, so the Reporter was referred to that office, and the procedures at this reporting desk were concluded.
119	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
120	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
121	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
122	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at venues.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
123	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of unsafe behaviour by venue staff at the entrance gate.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the findings, and the procedures at this reporting desk were concluded.
124	Visitors	Third party	Safety and Hygiene / Safety and Health	Complaint about offensive behaviour by venue staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
125	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
126	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
127	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding working conditions of venue staff.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.

128	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint made to staff at the venue regarding heat countermeasures.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
129	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
130	Others	Family Member	Children's Rights	Complaint regarding the school's response to a field trip to the World Expo.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
131	Staff	Individual Concerned	Harassment	Complaint regarding customer harassment by Pavilion Organisers.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
132	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint about unfair behaviour by venue staff in elevators.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
133	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding exit route to disabled parking.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
134	Staff	Individual Concerned	Harassment	Complaint regarding harassment between staff of the pavilion management body and other parties.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
135	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding heat countermeasures to staff at the venue.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
136	Staff	Individual Concerned	Harassment	Complaint regarding harassment between staff of the pavilion management body and other parties.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
137	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of abusive language by venue staff at the entrance gate.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
138	Staff	Individual Concerned	Other	Complaint regarding inappropriate hiring of venue staff by Pavilion Organisers.	After checking with the relevant parties but receiving no response, the procedure at this Reporting Desk was closed.
139	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.

140	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint of groping between visitors.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
141	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding past activities of event speakers at Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
142	Staff	Individual Concerned	Harassment	Complaint regarding customer harassment by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
143	On-site Worker	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
144	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entrance arrangements by Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
145	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding Pavilion Organisers' responses to people with walking difficulties.	After checking with the relevant parties but receiving no response, the procedure at this Reporting Desk was closed.
146	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint about venue staff's treatment of people with disabilities.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
147	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding past activities of event speakers at Pavilion Organisers.	After confirming the matter with the Individual Concerned and the Relevant Parties, the Reporter was informed, and the procedures at this reporting desk were concluded.
148	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint of a lack of consideration by venue staff for people with mobility issues.	Although the contact information of the Reporter was unknown, the comments were shared with the Individual Concerned, and the procedures at this reporting desk were concluded.
149	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	An investigation was conducted with the Individual Concerned and the Relevant Parties, the Reporter was informed of the findings, and the procedures at this reporting desk were concluded.
150	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding reservation rules for disabled parking spaces.	The opinions received from the Individual Concerned and the Relevant Parties were shared, the Reporter was notified, and the procedures at this reporting desk were concluded.
151	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding the handling of tickets for people with disabilities at a travel agency.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk

			ties		were concluded.
152	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding the association's response to inquiries from hearing impaired individuals.	The opinions received from the Individual Concerned and the Relevant Parties were shared, the Reporter was notified, and the procedures at this reporting desk were concluded.
153	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding the entry rules for electric wheelchairs at the entrance gate.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the apology and subsequent actions taken by the Individual Concerned, and the procedures at this reporting desk were concluded.
154	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
155	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry for people with mental disabilities by Pavilion Organisers.	The opinions received from the Individual Concerned and the Relevant Parties were shared, the Reporter was notified, and the procedures at this reporting desk were concluded.
156	Visitors	Individual Concerned	Discrimination	Complaint regarding discriminatory behaviour by staff of the pavilion management, organisation and other parties.	The Reporter informed the Association that the matter had been resolved by other means, and the procedures at this reporting desk were concluded.
157	Staff	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint regarding heat countermeasures to staff at the venue.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
158	Others	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding the handling of tickets for people with disabilities at travel agencies and convenience stores.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
159	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
160	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts at pavilion management entities.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
161	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts, at pavilion management entities.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
162	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaint about voyeurism at the venue.	The opinions received from the Individual Concerned were shared, the Reporter was informed, and the procedures at this reporting desk were concluded.

163	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts at pavilion management entities.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
164	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	The Reporter was referred to an office capable of conducting legal investigation and response, and the procedures at this reporting desk were concluded.
165	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	The Reporter requested to withdraw the matter, and the procedures at this reporting desk were concluded.
166	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	Although the Association had been confirming the details of the report with the Reporter, no response was received from the Reporter, and the procedures at this reporting desk were concluded.
167	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry at Pavilion Organisers.	The opinions received from the Individual Concerned and the Relevant Parties were shared, the Reporter was notified, and the procedures at this reporting desk were concluded.
168	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry at Pavilion Organisers.	An investigation was conducted with the Individual Concerned, the Reporter was informed of the planned improvements, and the procedures at this reporting desk were concluded.
169	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	The Reporter was referred to an office capable of conducting legal investigation and response, and the details of the report were communicated to the Individual Concerned, and the procedures at this reporting desk were concluded.
170	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding the admission rules for assistance dogs at Pavilion Organisers.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
171	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint regarding priority entry at Pavilion Organisers.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
172	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	The Reporter was referred to an office capable of conducting legal investigation and response, and the procedures at this reporting desk were concluded.
173	Staff	Individual Concerned	Harassment	Complaint of harassment between staff at the venue.	The Reporter was referred to an office capable of conducting legal investigation and response, and the procedures at this reporting desk were concluded.
174	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	The Reporter was referred to an office capable of conducting legal investigation and response, and the procedures at this reporting desk were concluded.

175	Visitors	Individual Concerned	Safety and Hygiene / Safety and Health	Complaints for proper guidance to the Calm Room.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
176	Visitors	Individual Concerned	Rights of Persons with Disabilities	Complaint of inappropriate treatment of people with disabilities by venue staff.	The Reporter was thanked for their opinion, and the procedures at this reporting desk were concluded.
177	Staff	Individual Concerned	Working Conditions and Work Environment	Complaint regarding employment contracts of venue staff.	The Reporter was referred to an office capable of conducting legal investigation and response, and the procedures at this reporting desk were concluded.

6 Status of staff

(1) Changes in the number of staffs

	Number of staffs (people)
February 1, 2019	26
April 1, 2019	49
April 1, 2020	172
April 1, 2021	253
April 1, 2022	432
April 1, 2023	642
April 1, 2024	769
April 1, 2025	891
February 1, 2026	557

(2) Number of people taking parental leave

A total of 14 people (all 14 men, 0 women) (as of April 1, 2025)

7 Contact Information

Japan Association for the 2025 World Exposition, Sustainability Bureau

ESMS-actionplan(at)expo2025.or.jp

When sending the email, please replace "(at)" with "@".

