

Tokyo Metropolitan Government Socially Responsible Procurement Guidelines

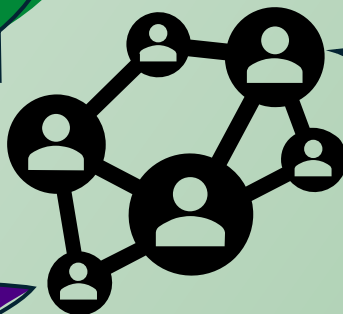
Grievance Mechanism - Whistleblowing Section

**Are you facing any
concerns such as...?**

I'm being forced
overtime work
against my will...

I think materials
may be illegally
procured...

I've witnessed
bullying or sexual
harassment at
work...



TOKYO
METROPOLITAN
GOVERNMENT

What is the Whistleblowing Section?

The Whistleblowing Section is a contact point that can be used when a non-compliance with the Tokyo Metropolitan Government Socially Responsible Procurement Guidelines (hereinafter referred to as the "Procurement Guidelines")) is noticed or one is troubled from the non-compliance. After receiving reports of non-compliance with the procurement guidelines, necessary actions will be taken to resolve the issue, such as promoting dialogue between the parties involved.

What are the Tokyo Metropolitan Government Socially Responsible Procurement Guidelines?

In July 2024, the TMG Socially Responsible Procurement Guidelines were established as a guideline to fulfill TMG's social responsibility through not only economic rationale but also sustainability by promoting desirable practices in the fields of environment, human rights, labor, and economy.

For more details, please visit the website below.

<https://www.zaimu.metro.tokyo.lg.jp/keiyaku/sr>



- Start of Reporting Period: **May 1, 2025**
- Cases Subject to Reporting: **Non-compliance or suspected non-compliance with the Procurement Guidelines regarding all works and goods contracted by the 1st Contracting Section and 2nd Contracting Section, Accounting Division, Bureau of Finance, Tokyo Metropolitan Government**
- Reporting Method : **Reports can be submitted by email or mail.**
 - *Please fill in the requested information in the designated whistleblowing form and submit it by email or mail. The form can be accessed [**here**](#).
- ☐ Languages Accepted: **Japanese, English**
- ☐ Email address: **shishin_tsuho(at)section.metro.tokyo.jp**
 - *Replace (at) with @ when sending e-mails.
 - *This email address is for sending reports only. The TMG or a third party commissioned by the TMG may contact you by the email address, metro.tokyo(at)reception.section.grievance.jp.
- ☐ Mailing Address: **Whistleblowing Section for Tokyo Metropolitan Government Socially Responsible Procurement Guidelines
Contracting Coordination, General Affairs Section,
Accounting Division, Bureau of Finance
Tokyo Metropolitan Building First Main Building, 2-8-1
Nishishinjuku, Shinjuku-ku, Tokyo Japan 163-8001**

*** Required Information for reporting**

Information received will only be used for the purpose of grievances and will not be used for other purposes.

- **The whistleblower(your)'s name, address, and contact details (This can be anonymous to the reported party.)**
- **Information regarding the reported party (individual or company that is in non-compliance with the Procurement Guidelines) and details of the non-compliance.**
- **Information about the works or goods procured by TMG etc.**

Report Processing Flowchart

Whistleblower

Whistleblowing
Section

Reported
Party

**TMG(or the third party
commissioned by TMG)**

Report

Reception/
Review



**Advisory
Committee**

A committee
composed of experts.
It provides advice
and other support
from a neutral
standpoint.

Cooperation in
Information
Gathering

Gathering of
Information
Composing of
Advisory
Committee

Cooperation in
Information
Gathering

Dialogue

(Whistleblowing Section promotes
dialogues between the whistleblower
and the reported party)

Report
Received

Monitoring
Report
Received

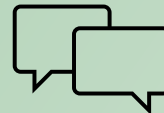
Creation/
Implementation
of Improvement
Plans

Processing
Completion
Notification
Received

Process
completed/
Publicize
outcome

Reporting the
result of
improvement
plans

Q&A



Q. Do I have to write my name when I make a report? I don't want my name to be known to the reported party...

A. Your real name must be entered in the report form, but it can be anonymous to the reported party. When filling out the report, please select "Yes" in the box for the question "(1) Do you wish to remain anonymous upon this reporting process?"



Q. Can I make a report via phone?

A. Unfortunately, no. In order to keep all the reported issues under record, we only accept grievances through mail or email.



Q. Can any cases be reported?

A. We may decide not to start the process when it is deemed inappropriate to start the procedure at the beginning due to necessary details missing, if the same grievances already reported, if the case is already under dispute in other procedures, or if the report is made solely with malicious or defamatory intent.

In this case, we will inform the whistleblower that we will not start the process, and whether there are other grievances which can be used.

***Please access the whistleblowing form on TMG's website.**

***We will post a summary of the report and the status of the procedure on our website.**

If you do not wish to have your case information disclosed, please inform us of your preference.

For more details, please visit the website for Tokyo Metropolitan Government Socially Responsible Procurement Guidelines.

<https://www.zaimu.metro.tokyo.lg.jp/keiyaku/sr>