

Fourth Tokyo 2020-ILO Sustainability Forum

Towards a Society Where Everyone Shines by Achieving Decent Work

Jointly organised by the Tokyo Organising Committee of the Olympic and Paralympic Games (Tokyo 2020) and the International Labour Organization (ILO)

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Webinar (Zoom)

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Junko Fukasawa, Executive Officer and Vice President/Director, Pasona Group Inc.
President, Pasona Heartful Inc.

Commentators:

- Hiroyuki Matsui, Member of the Employer’s Group of the ILO Governing Body and Senior Advisor, Labour Legislation Bureau, Japan Business Federation (Keidanren)
- Akiko Gono, Member of the Workers’ Group of the ILO Governing Body and Advisor on International Affairs (JTUC-RENGO)

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Panellists:

- Prof. Takashi Araki, The University of Tokyo Graduate Schools for Law and Politics
- Masaru Arai, Chair, Japan Sustainable Investment Forum (JSIF), a Non-profit Organisation, Senior Engagement Consultant to Federated Hermes EOS
- Hideki Matsuoka, Researcher, Asia-Pacific Human Rights Information Center (Hurights Osaka), General Incorporated Foundation
- Miki Watanabe, Senior Project Officer, the Global Alliance for Sustainable Supply Chain (ASSC), General Incorporated Association
- Yukiko Furuya, President, Consumer Conference for Sustainability; Board Chair, CSO Network Japan, General Incorporated Foundation
- Asako Osaki, Visiting Professor, Kwansei Gakuin University; Director, Gender Action Platform, Specified Non-profit Organisation

Opening Remarks



Koji Teshima
Director-General, Administration Bureau, the Tokyo Organising Committee of the Olympic and Paralympic Games

I want to say a few words to mark the opening of the Fourth Tokyo 2020–ILO Sustainability Forum.

First, I would like to pray for those who lost their lives to the COVID-19 virus, and the speedy recovery of those undergoing treatment. In this regard, I also wish to extend my gratitude to the healthcare professionals and other essential workers.

The Tokyo Olympic Games, though delayed for a year due to the pandemic, will open 56 days from now, and the Tokyo Paralympic Games will open 88 days from now. Although you may be concerned, and rightly so, be rest assured that we are doing everything possible to ensure the safety of everyone at the Olympic and Paralympic Games through close cooperation with the government, the Tokyo Metropolitan Government and other related agencies. At the recently convened meeting of the IOC Coordination Commission, the IOC President Thomas Bach commended us for our steady effort in preparing for the Games under the pandemic.

In late April, we released the second edition of ‘The Playbook: Your guide to a safe and successful Games’, establishing the rules regarding COVID-19 prevention. Though we have much more to do, we are progressing towards the opening of the Games while prioritising safety.

Now, notwithstanding the postponement of the Games, sustainability remains one of the most important keywords for us. Therefore, Tokyo 2020 has implemented initiatives in collaboration with various stakeholders under the slogan ‘Be better, together’.

After February, we also focused specifically on gender equality and diversity. The idea is that Tokyo 2020 catalyses a movement to create a society where everyone shines, according to this forum’s slogan. We will work with various stakeholders to make that happen.

Labour and workstyles are key elements to achieving a sustainable society, and gender equality comes into this. We are proud to say that we have made a substantial contribution, in collaboration with the ILO, toward promoting decent work. Let me reiterate our gratitude for the ILO's work with us so far.

Decent work encompasses a wide range of areas such as work-life balance, harassment prevention, gender and diversity as well as safe workplace that includes COVID-19 prevention since last year.

In this regard, we may still be confronted by challenges here in Japan. Therefore, it is our sincere desire that our collaboration with the ILO, including this forum, should advance your initiatives further.

Lastly, I would like to thank all stakeholders, including our partner companies, the government and the Tokyo Metropolitan Government, for their support, and I ask for your continued support for all our efforts to achieve a safe Games this summer.



Shinichi Takasaki
Director, ILO Office for Japan

Our work with Tokyo 2020 started in 2017. Therefore, today's forum affords an excellent opportunity to present our achievements through our collaboration of over four years.

I am also excited that various organisations, including governmental bodies, trade unions, employers' organisations, civic groups and academia, are participating today to give insight into related matters.

Japanese enterprises will be left behind in the global arena if they do not accelerate their engagement in business and human rights or decent work.

When I say human rights, I do not simply mean the issue of forced labour or child labour in supply chains. I also refer to gender, diversity and harassment, both inside and outside of Japan. The ILO Office for Japan will accordingly continue to support your efforts in these matters.



Michelle Lemître
Head of Sustainability, International Olympic Committee (IOC)

The significance of the Tokyo 2020 and ILO partnership to promote decent work across the supply-chain of the Tokyo 2020 Games and to encourage and support Japanese companies to reference International Labour Standards is to be commended.

As partners of the Tokyo 2020 Games, the work that you have done over the past four years to promote decent work across your supply chains constitutes, what we hope will be one of the most important legacies of the Tokyo 2020 Games.

Promoting jobs and enterprise development, guaranteeing rights at work, extending social protection and promoting social dialogue are the four pillars of the ILO's Decent Work Agenda and a key driver of the 2030 Agenda for Sustainable Development. The work you have started doing across these four pillars will not stop after the Olympic and Paralympic Games this summer. As we are all aware, to make change happen, continuous commitment, concrete actions and collaboration will be necessary.

I take this opportunity to thank all of you for the work done to date and for the work that you will continue to do both through and beyond the Tokyo Games in this very important area. I would also like to

acknowledge and thank ILO who, since 2014, has supported Tokyo 2020 through the provision of insights and technical assistance.

I wish you all a very enjoyable and productive Forum and all the very best for the Tokyo 2020 Games.

Keynote Presentation by Tokyo 2020



Initiatives for Gender Equality, Unity in Diversity

Mikako Kotani
Sports Director of the Tokyo Organising Committee of the Olympic and Paralympic Games

The Tokyo Organising Committee of the Olympic and Paralympic Games (Tokyo 2020) chose Unity in Diversity as one of the fundamental concepts of the Games. Since February this year, we have taken a fresh look at this and conducted initiatives to promote gender equality and unity in diversity to foster a society where people are accepted for who they are. I will talk about those initiatives today.

We set up the Gender Equality Promotion Team in February. Through consultation with diverse sources, such as board members, athletes and human rights specialists, we decided on the three pillars – Visible initiatives, Create the movement and Connect to the legacy.

First, we established the Committee's special webpage to present to the public what we have done so far and what we will do. We have also intentionally sought media exposure to release information.

Furthermore, we are attempting to derive solutions by sharing issues with the public. The recent online forum held by Asahi Shimbun is one such example, and this Sustainability Forum is another. We aim to spread awareness through these initiatives. Incidentally, I am pleased to say that a good gender balance is reflected today – there are about 20 speakers in total, almost evenly split between men and women.

Tokyo 2020 created Communication Manner Book based on a staff questionnaire. Staffers' actual experiences should help them take a fresh look at their behaviour, which we hope, will make the Games an even better experience for everyone.

We have also banned exploitative photos or videos that sexually harass athletes. We're also planning to use an app that displays announcements over the PA system and to use robots to support people in wheelchairs, thereby ensuring that everyone can comfortably enjoy the Games.

Second, we are planning to release Tokyo 2020 D&I Action as one of our efforts to create a movement. This initiative calls on people to foster a society that accepts diversity. We, therefore, ask you to declare what action you will take as the first step. As we advance, we will call on athletes, their organisations and our partners, to create a movement.

Gender equality and diversity and inclusion (D&I) are deeply related to decent work in that they are essential for creating a workplace where everyone has a fulfilling work life. If you consider these matters at work, that will help your colleagues and other people become more aware of them until they become the social norm. When that happens, we will have a society where everyone shines, which is the vision held by this Forum.

Lastly, these initiatives are still only halfway completed. Thus, we are determined to make steady progress with them while preparing for the safe and smooth execution of the Games. Your help and understanding in this regard will be much appreciated. Let us create a society where everyone shines by achieving decent work.

Progress on Tokyo 2020 efforts to promote sustainability



Yuki Arata
Senior Director of Sustainability, Tokyo 2020

Tokyo 2020 chose ‘Be better, together’ as its slogan for promoting sustainability, based on which we have conducted initiatives under the following five categories:

- Climate Change
- Resource Management
- Natural Environment and Biodiversity
- Human Rights, Labour and Fair Business Practices
- Involvement, Cooperation and Communications

For example, the Venues and the Olympic/Paralympic Village are powered solely by renewables in a bid to make the Games carbon-free. We’ll also use about 500 fuel cell vehicles that use compressed hydrogen. As for Resource Management, we made medals from recycled metal, extracted from urban mines. Furthermore, the Village Plaza in the Olympic Village was built using domestic timber donated by municipalities throughout the country to be reused when the Plaza is dismantled. Medal ceremony podiums were also built from recycled plastics.

We also ensure sustainable sourcing. We require our suppliers to consider the issues regarding the environment, human rights and labour in sourcing products and services, including the supply chains of those that Tokyo 2020 procures. Since we may not be aware of every incident that occurs in the vast networks of supply chains, we implemented a system where those whose interests are injured can report the incidents to us. Such a system is called a grievance mechanism, which the United Nation’s Guiding Principles on Business and Human Rights (2011) encourages companies to institute.

In this regard, 13 cases have thus far been reported since the mechanism was established in 2018. One of them fell under our scope, which pertained to labour relations at a construction site. In the end, we decided the claim was unsubstantiated; however, we conducted a thorough hearing from both claimants and the respondent company, verifying the grounds for the alleged incident and all the facts. We also set up an advisory panel for this, consulting their expert opinions to arrive at a conclusion.

We must increase initiatives on sustainable sourcing and consumption. To that end, we created a document and released it on the Tokyo 2020 website, listing certification schemes that should be useful in promoting sustainable consumption.

Lastly, I will discuss our partnership with the ILO. In this regard, we signed a memorandum of cooperation with the ILO in 2018. This was the first time the Olympic/Paralympic Organising Committee entered into a partnership with the ILO.

We have had various projects with the ILO thus far. This Sustainability Forum, the fourth to be held, has been an excellent opportunity for us to share information on decent work with so many participants.

We also released [“Fair Play- Decent Work for All through the 2020 Games: Collection of Practices to promote Decent Work implemented by Tokyo 2020 Partners”](#) and “International Labour Standards and Sustainable Sourcing Handbook”, in collaboration with our sponsors. Do take a look.

So, that’s a brief overview of our initiatives for the Tokyo 2020 Games. I encourage you to visit our website. We have uploaded various documents and shared information on the Tokyo 2020 website.

Session 1: Companies' Practices to Promote Decent Work



Githa Roelans

**Head, Multinational Enterprises and Enterprise Engagement unit,
International Labour Office**

It was with great pleasure that I accepted to make an intervention again for Japan on the occasion of the 4th Sustainability Forum, although also with much regret that I could not be with you in person because of the continued restrictions imposed by the sanitary situation.

Between the last Sustainability Forum in 2019 and this 4th Forum, the world has become a very different place, due to the global COVID-19 pandemic that has severely impacted not only public health but also the world of work. According to ILO estimates, some 8.8 per cent of global working hours were lost in 2020, compared to the fourth quarter of 2019, which is equivalent to 255 million full-time jobs worldwide. This is four times greater than during the global financial crisis “Lehman Shock” in 2009.

The COVID-19 pandemic has posed challenges for multinational enterprises as well as small and medium sized enterprises due to severe disruptions in global supply and value chains. According to the recent ILO research, foreign direct investment into and out of the Asia and the Pacific region decreased by 36 per cent in 2020 relative to 2019. Supply chain disruptions in the region resulted in decent work deficits especially with regard to wages, stability of employment, occupational safety and health, and freedom of association and collective bargaining.

Asia and the Pacific was the first region to experience the impact of the COVID-19 crisis on globalized production. Factory closures, falling customer demand and supply chain bottlenecks continue to have “ripple effects” that spread across entire supply chains, which has toppled some of the hardest hit economic sectors.

The effects of the crisis have disproportionately affected vulnerable groups such as women, young people and migrant workers. Although we all know that systemic and deep-rooted inequalities between and within countries presented a global crisis well before this health-related COVID crisis, the current pandemic has greatly exacerbated them. This includes heightened challenges to achieving gender equality. The progress we have made over the past decades on gender equality is at risk of serious setbacks for women working in the frontlines of the pandemic as healthcare workers and working in essential services, having to cope at the same time with unpaid care work, homeschooling, etc. Many women have lost their jobs or had to choose between work and caring for the family in these difficult times, often having been confronted with increased domestic violence. As we work out of this crisis, Building Back Better towards a Better Normal, it is crucial that gender equality is at the heart of our efforts. Measures to restore business operations, generate employment, and foster economic recovery should thus adopt a human-centred approach that leaves no one behind.

2021 is an important year for Japan with a great opportunity to bring about change in preconceived ideas about gender roles and gender equality. The Olympic and Paralympic Games are indeed all about celebrating diversity and inclusion, creating a platform for athletes, trainers and support staff of different cultures, ages and social backgrounds to come together in friendly global competitions, purely on the basis of their athletic abilities and achievements. These are values that should be celebrated and encouraged every day, including in businesses.

Business has a particularly important role to play in promoting equality, diversity, and inclusion in society. By adopting inclusive and responsible business practices, companies can harness the workplace as a strategic entry point to promote non-discrimination, which may serve as a catalyst to undo pervasive social issues such as gender stereotypes, social stigma, and unconscious bias.

Equality of treatment and opportunity is a universal human right that is enshrined as a one of the ILO's four fundamental principles and rights at work. It is also a core element of several international labour standards adopted through tripartite consensus by governments, employers and workers in the ILO.

The Tokyo2020 Sustainable Sourcing Code explicitly prohibits suppliers from engaging in any forms of discrimination and harassment, and requires respect for women's rights, respect for persons with disabilities, and fair treatment of foreign workers amongst others.

The aforementioned Sustainable Sourcing Code is indicative of the evolving landscape surrounding business and human rights. At the same time, many challenges to the achievement of decent work persist. This year, 2021, marks the 10th anniversary of the United Nations Guiding Principles on Business and Human Rights. While these Guiding Principles have led many businesses to reflect on their impacts and take on the responsibility to respect human rights and labour rights in their operations, effective implementation remains a challenge for many companies- while governance and gaps, in both host and home countries, persist.

In this regard, there is a noticeable shift towards more robust, and even binding measures to ensure respect for human rights in business operations across global supply chains. Japanese companies exporting to global markets, particularly in Europe, may be required to implement specific measures to address human rights risks in their supply chains by mandatory due diligence legislation, for example. Sustainable development chapters and labour provisions, which are an increasingly common feature in trade and investment agreements, may also provide an integrated framework to elaborate labour rights and requirements for decent working conditions.

The expansion of global, regional and sectoral discussions and joint action on business responsibility and sustainability is, furthermore, indicative of progress in furthering the Guiding Principles. It is clear that what we have achieved through the several editions of the Sustainability Forum - facilitating dialogue among the various stakeholders in Japan and sharing good practices on promoting more and better jobs and responsible supply chains, is a contribution to the Tokyo 2020 Games becoming a blueprint for humanity and "fair play".

We should highlight the outcomes of the ILO-Tokyo2020 partnership activities as well. I recommend all the participants in the Forum today to review the "International Labour Standards and Sustainable Sourcing Handbook – towards the realization of decent work through the Tokyo 2020 Olympic and Paralympic Games". I also would like to recommend the "Fair Play – Practices of Tokyo2020 Games' Partner Companies to promote decent work" as a practical information source of inspiring business practices. All these examples illustrate how the ILO's Tripartite Declaration of Principles concerning multinational enterprises and social policy (MNE Declaration) can be put in practice, including through a due diligence process. In addition, I also invite you to visit the website of the ILO Tokyo Office where you will find many of the ILO tools for enterprises that are available in Japanese.

I also would like to recall that in October 2020, the Government of Japan launched its National Plan of Action on Business and Human Rights as one of the concrete measures listed under Japan's SDGs Implementation Guiding Principles. It includes the government's expectation for Japanese enterprises to respect internationally recognised human rights and the principles and rights expressed in the ILO Declaration on Fundamental Principles and Rights at Work, which encompass freedom of association and collective bargaining, non-discrimination in employment and occupation, the elimination of forced labour and child labour. The NAP also expects companies to conduct human rights due diligence; to engage in meaningful dialogue with relevant stakeholders, including those that are part of supply chains, and to resolve issues through effective grievance mechanisms.

Japanese stakeholders have been actively involved in developing the National Action Plan in Japan. And I am pleased to highlight that the ILO Tokyo Office facilitated the dialogue among stakeholders as part of its mandate to promote social dialogue, which resulted in submitting stakeholders' common request to the government.

This NAP will give an important impetus to socially responsible labour practices. Based on the distinct but complementary responsibilities outlined in the NAP and the ILO MNE Declaration, the government of Japan

and Japanese businesses have an important role to play in promoting decent work within and outside of Japan.

We particularly welcome the Japanese government's commitment to promote decent work, reinforce measures against harassment, protect and respect the rights of workers including foreign workers and technical intern trainees, advance women's empowerment, as well as the government's efforts to pursue ratification of the ILO core conventions. And we welcome the government's commitment to raise awareness on the ILO MNE Declaration, as well as the continued support to ILO's development cooperation programmes.

In the panel today, two companies will present the measures and initiatives they have adopted to promoting decent work in their business operations. We will then hear from ILO Governing Body Members from both employers' and workers' organizations, who will surely provide key elements for socially responsible labour practices from the perspective of social partners.

Let me conclude by stating that the ILO partnership with the Tokyo 2020 Olympic Committee has been a great opportunity to raise awareness on how Japanese companies through their operations, as sponsors and suppliers to Games, can contribute to decent work. This also presents an opportunity for a shift towards fostering a culture of responsible business in Japan, well beyond the conclusion of the Olympic games. This is a movement that has been put in motion and that is now supported by the National Action Plan and commitments by employers' and workers' organizations. This is part of the legacy of Tokyo 2020 and an example to follow by others. My best wishes to you all.



Masaaki Iuchi
Senior Assistant Minister, Ministry of Health, Labour and Welfare

The Ministry of Health, Labour and Welfare (MHLW) will make every effort to ensure safety at the Tokyo 2020 Olympics and Paralympic Games, collaborating with related agencies on quarantine and preventing infection.

As I understand, this Forum has been held three times before, proving very effective in spreading labour practices with corporate social responsibility through the Tokyo 2020 Olympic and Paralympic Games.

With the Games opening so soon, the fourth Forum sums up various projects implemented thus far. So, I have high expectations that today's event will contribute to realize decent work and a society where everyone shines not just for the preparation of the Games but also for our future. I pay honor to the ILO and the Tokyo 2020 Organising Committee that have done an outstanding job of hosting this Forum during the current pandemic.

Githa Roelans, the head of Multinational Enterprises and Enterprise Engagement Unit of the ILO, spoke of the various global trends. She said that the pandemic is imposing new challenges on global supply chains and seriously impacting women, youth, migrant workers and other vulnerable groups. She also said that many women, especially, are forced to choose between work and family life as they are fully occupied with unpaid domestic work and home-schooling their children whose schools are closed, and many of them also face domestic violence. Therefore, she stated that we are facing serious threats to hinder progress made in the past few decades on gender equality.

She also expressed her expectations for the Japanese government to play a role in promoting decent work both within and outside of Japan according to the National Action Plan (NAP) on Business and Human Rights which was formulated last October.

In response to that, I would like to talk mainly about what we have done to promote decent work.

Last October, Japan formulated the NAP to promote human rights protection in corporate activities. The global community has become increasingly aware of the need to respect human rights in business activities. In regards to business and human rights, the UN formulated the Guiding Principles on Business and Human Rights in 2011. Also, 2015 Leader's Declaration G7 Summit in Elmau and 2017 Leaders' Declaration G20 Summit in Hamburg emphatically mentioned their support for the Guiding Principles and Member States' intention to draw up their NAPs.

In response to this trend and current increasing social expectation that enterprises demonstrate respect for human rights in business activities and implementing further efforts, the Government of Japan rearranged various legislative measures and policies contributing to the protection of human rights that were implemented individually by the relevant ministries and agencies from the perspective of the business and human rights principles through the NAP.

By ensuring policy coherence among related ministries and promoting responsible business activities through implementation and dissemination of the NAP, we expect that they contribute to help protect the human rights of people negatively impacted by business activities and people in general including the global community, to help enhance the corporate values and global competitiveness of Japanese companies, to result in the achievement of the SDGs.

As for domestic measures, MHLW will work in the following areas set down in the NAP:

- Achieving harassment-free workplace environments by securing the enforcement of the revised Labour Policies Comprehensive Promotion Act and other acts
- Protecting and respecting the rights of workers, including foreign workers and technical intern trainees
- Promoting employment of persons with disabilities based on the Revised Act on Employment Promotion Etc. of Persons with Disabilities
- Promoting equal allocation of care work to realize work-life balance for both men and women
- Advancing women's empowerment by steadily implementing the Revised Act on the Promotion of Women's Participation and Advancement in the Workplace

In addition, we will continue to make the NAP known and raise awareness on Business and Human rights, as well as the "OECD Guidelines for Multinational Enterprises", "ILO Declaration on Fundamental principles and Rights at Work" and "Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy", which served as the rationale for formulation of the NAP.

As for global projects, MHLW will support the ILO's efforts at promoting decent work.

We have already supported the development cooperation in various labour fields such as occupational safety and health, social protection, human resources development, and industrial relations, through providing voluntary contributions to the ILO, particularly in the Asia and the Pacific region. In this regard, the Government of Japan has doubled its contributions to the ILO's 2021 projects compared to last year from approximately 0.8 billion to 1.7 billion yen in order to contribute to the realization of human-centred recovery in prompt response to COVID-19.

We have also supported development cooperation to promote building and running responsible global supply chains. I'll explain two projects among them today.

The first is the project "More and better jobs through socially responsible labour practices in Viet Nam" implemented from 2015 to 2018. This project was jointly conducted by the Vietnamese tripartite constituents, MNEs and suppliers. It helped promote and share understanding among stakeholders on the promotion of socially responsible labour practices, and its positive impact on corporate competitiveness through the founding of Electronics Business Coalition and a cross-border 'tripartite plus' dialogue attended by the Vietnamese and Japanese tripartite constituents and multinational enterprises.

The second is the project "Achieving reduction of child labour in support of education programme to reduce the worst forms of child labour in agriculture", launched in 2019. This project aims to eliminate child labour by facilitating the implementation of labour standards inspection and improvement of the

operations and social dialogues between employers and workers. Although the project was considerably delayed due to the pandemic, it is now on track to be fully implemented.

Notably, we submitted the Action Pledge in this March, committing ourselves to specific actions to eliminate child labour in response to the ILO's call on the International Year for the Elimination of Child Labour.

So, I have given you an overview of our efforts for decent work.

I understand that presentations on decent work initiatives from Tokyo 2020's partner companies, Fujitsu and Pasona Group are followed.

I expect that sharing best practices at this Forum should help realize decent work in domestic and overseas companies.

Case Studies of the Tokyo 2020 Partner Companies



Diversity and equality in the workplace

Hiromi Kimura
Head of Diversity & Inclusion Promotion Office, Sustainability Unit
Fujitsu Limited

I'll now discuss our initiative to create an organisation where every employee is empowered to pursue their potential in terms of diversity and equality in the workplace.

First, let me explain our policy for diversity and inclusion (D&I) promotion. Our challenge is making innovations to create a society where no one is left behind as the world becomes increasingly more connected. In this climate, companies must conduct business that helps the community become more sustainable by considering all stakeholders from a long-term perspective, rather than just for immediate gains. Last year, Fujitsu declared that its purpose was 'to make the world more sustainable by building trust in society through innovation'. This purpose statement is the guiding principle for each employee at Fujitsu. In this regard, D&I is critical for its implementation.

The purpose statement, which is implemented in accordance with the Fujitsu Way, declares that we will value fairness and equality and promote D&I.

The Fujitsu Group set down global long-term and short-term goals for D&I, conducting various programmes to achieve them. Let me apprise you of some of our objectives for FY 2030: 'Be a responsible business that reflects the diversity of our world and build an inclusive culture where everyone can be completely themselves', and 'We will celebrate difference and ensure that people can succeed regardless of their personal identity, especially their gender, sexual orientation, gender identity, race, ethnicity, health, disability and age'.

We have two short-term goals. The first is enhancing the rate of affirmative responses to D&I questions in the employee awareness survey that we conduct annually to measure the extent to which D&I has taken root. The second is increasing the ratio of females in leadership roles. Though D&I encompasses diverse areas, we chose to set the key performance indicator in gender as a symbolic factor when setting the common global goals.

Diversity is now discussed in various terms, including working styles, communication and intercultural cohesion, not just in terms of gender, disabilities and nationality. Reflecting on this change, in 2019, we

formulated Global D&I Vision & Inclusion Wheel as a guideline to promote our inclusive efforts to make the most of individual diversity.

In moving towards 'Be Completely You', the Global D&I Vision sets forth a vision, strategic goals and five focus areas: Age, Gender, Health & Disability, Ethnicity & race, and Sexual orientation & gender identity (SOGI). In addition, the Inclusion Wheel shows factors of diversity that concern all of us, which will come into play in building an organisation that embraces diversity.

When combined, various factors affect the formation of our values, behaviour, experiences and opinions, thereby creating our uniqueness. With this in mind, we respect individual differences in working together and working with our customers and partners.

Now, I'll explain our initiatives in three of the five focus areas.

Let's look at gender – our initiatives for female employees. In this regard, we divide them into the categories of 'Nurturing Female Workers' Mindsets and Complementing their Experiences', 'Creating Managers and Managing Talents', 'Career Ownership and Selectable Career', and 'Fostering Corporate Culture and Preparing the Working Environments'. Through these initiatives, we build schemes and policies that support female employees and provide various opportunities to take a fresh look at stereotypical gender roles and biases typically taken for granted.

The career workshop is an initiative to promote female employees to managerial positions in response to a newly introduced personnel system. It aims to provide female employees with opportunities to understand the company's new systems and vision, formulate their career plans, and reduce their mental resistance to promotions by teaching them about the fulfilment experienced from assuming a managerial role. Furthermore, the workshop would assist in creating a network of female managers who can be their role models. For participants, the workshop places a strong emphasis on creating a working environment where they have the option to be themselves.

Each year, we also have cross-regional projects on 8 March, the UN-designated International Women's Day, to foster a culture that supports female advancement. We need management to get involved in promoting D&I. President Tokita sends messages on special occasions to all of the Group's 130,000 employees, especially on the International Women's Day, on the company's efforts to grow through innovation and to lead the world in creating a sustainable society.

Second, I'll explain our initiative to promote understanding for people with disabilities and offer technological support regarding health and disability.

In this regard, we conduct an awareness campaign globally, on 3 December, the International Day of People with Disability. In addition, we host a forum on people with disabilities in Japan. We've focused on developmental disability in recent years, which is not readily understood, offering this platform an opportunity to delve into the matter. If other people do not understand their disability, they are likely to be left behind. We also released a virtual reality video clip where viewers can have a simulated experience of hypersensitivity, one of the symptoms of developmental disability.

We're also creating barrier-free town maps in collaboration with municipal governments for the 2020 Olympics and Paralympics.

As for technological support, we use Live Talk, a real-time speech transcription software developed by Fujitsu.

Third, I will summarise our initiatives in the SOGI area.

The PRIDE Index was developed by a voluntary association called "Work with Pride" to promote workplaces that enable LGBT+ individuals to be themselves. In this regard, Fujitsu has been given the highest rating of Gold for five years from 2016 to 2020. We have also built a global network of LGBT+ and their allies, engaging in online parades and other activities to promote understanding and awareness.

Last, I have to say that the most crucial factor in promoting D&I is to 'Be Completely You'. Therefore, we will continue to work towards making Fujitsu a place of mutual respect, where everyone can be themselves, pursuing job satisfaction.

Fujitsu will always drive innovation for the good of the wider community.



Talent Knows No Handicap – Employing People with Disabilities to Help Them Blossom

Junko Fukasawa
Executive Officer and Vice President/Director, Pasona Group Inc.
President, Pasona Heartful Inc.

Today, I'll be talking about our initiatives on employing people with disabilities.

Pasona Group's corporate philosophy is to provide "solutions to society's problems by promoting diversity and continually creating opportunities for individuals to achieve their dreams". Currently, the group employs over 500 people with disabilities among its 9,000+ employees in Japan. So, we are working hard to create a workplace environment and jobs where the diversity of employees is an asset.

First, Pasona Inc. founded its special subsidiary, Temporary Sunrise Inc., in 1989. Then, it expanded this company as a special subsidiary of Pasona Inc. and its holding company, Pasona Group Inc., changing its name to Pasona Heartful Inc.

However, the company's slogan has remained unchanged: "Talent knows no handicap". Though Pasona Heartful employs only 329 people at present, over 80% of its employees have disabilities.

It started as a service contractor for Pasona Group's office work but has expanded to encompass more business operations that make the most of the characteristics and abilities of people with disabilities.

Specifically, employees with intellectual disabilities account for 54% of Pasona Heartful employees, while those with mental or physical disabilities account for 23%. They all work in each of our eight business areas according to their strengths.

The first is outsourced office work. We currently have 200 employees engaged in this section, working for Pasona Group companies and other clients.

The second is Art Mura ("art village"), where we foster artist-employees whose work is to create art. We have 29 such employees who do painting, ceramics and other forms of art that are suited to their talents and personalities. We also decorate offices and stores, rent out paintings and design product packaging. We have held Art Mura exhibitions at Sakata City Museum of Art in Yamagata Prefecture, the National Art Center in Roppongi, Tokyo, and hotels and airports throughout Japan. In addition, we held Olympic- and Paralympic-themed exhibitions at Tokyo International Airport (Haneda Airport), Tokyo Sports Square, and other venues.

The third is Art Mura Kobo ("art village atelier"). These 28 employees sell cloth products, preserved flowers, hand-made soap, art candles, aroma goods and many other products. We also provide products as goods for the Furusato Nozei ("hometown tax") program in Awaji Island. In addition, I work on a daily basis with people with disabilities in my position as a preserved flower designer and trainer.

The fourth is Yume Farm ("dream farm"), where 20 employees are engaged in agriculture-related work. Contrary to the view that agriculture is reserved for professional farmers, there are, in fact, many farming-related jobs for which people with disabilities are particularly suited; for example, patiently planting

seedlings and watering the soil. Thus, our employees with moderate to severe mental or intellectual disabilities are producing and selling organic vegetables. Building on that experience, we're engaged in a joint project with municipal governments and have provided agricultural consulting services for business struggling to create job opportunities for people with disabilities.

The fifth is our bakery. Currently, 14 employees bake and sell bread and confectionery in the cafes operating in our Tokyo and Osaka offices. In recent years, many of them have acquired the national certification for bread baking.

The sixth is our consulting business. Our seven employees assist in holding awareness seminars for employing people with disabilities, consultations regarding employee retention, and more.

The seventh area is training. Five of our employees process internship applications and provide one-on-one support for our training programs for students with disabilities who are seeking work.

The eighth is the insourcing and outsourcing section, which has 13 employees. Our employees make use of their abilities and unique traits to do data entry, printing, and recently annotation (following certain procedures to input metadata for images and text), which has become a vital process for creating artificial intelligence and machine learning models.

We also have a variety of personnel systems in place to enable each of our employees to enjoy their work in these areas. Their salaries are based on evaluations that take into account their disabilities, qualities, and skills. Of course, we also utilize an MBO (management by objective) system. Incidentally, about 80% of the artist-employees who create art as their jobs are at the exact same pay level as employees without disabilities. This has allowed some employees to leave home and lead independent lives.

We also have many athlete employees across the company, and we have implemented the "Star Maker Project", a personnel system that supports such employees in balancing their sporting life and work. They are empowered to devote themselves to sports as well as work through special work hour arrangements, special leave for competing at sporting events, and commendation systems. As a result, our athlete employees have won medals at many international competitions for volleyball, football, basketball, and more, not to mention our gold-medalist Paralympians. Some of our track-and-field athlete employees were selected as torchbearers for Tokyo 2020.

As a result of these initiatives, the turnover rate for employees with disabilities at Pasona Heartful is extremely low – as low as 2%.

We have also received public recognition – in 2018, as a special subsidiary company, we received the Tokyo Metropolitan Government's Excellent Company Award for Employment of People with Disabilities.

In summary, Pasona Group has promoted diversity in every aspect, introducing a variety of workstyles to broader society. With job creation at our core, we provide counseling and training support for those whose employment is particularly vulnerable, hold seminars, and re-engineer organizations to promote more effective utilization of their personnel.

When asked what the work of Pasona Group is, we answer that it is to "life produce". We will continue to spread the message to help build a society in which people from all walks of life can thrive.

Comments



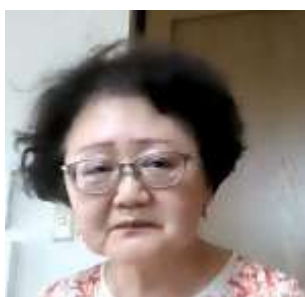
Hiroyuki Matsui
Member of the Employer's Group of the ILO Governing Body and Senior Advisor, Labour Legislation Bureau, Japan Business Federation (Keidanren)

Thank you, Senior Assistant Minister, Iuchi of MHLW, for your report. Also, the two cases from our sponsors were unique and instructive. From the perspective of someone from a third-party organisation who assisted, I want to share my thoughts on these case studies of good practices and other documents created by Tokyo 2020 and the ILO. First, let me beseech you to visit the website of the ILO Office for Japan and peruse the literature mentioned earlier by Ms Roelans of the ILO headquarters.

The ILO and Keidanren published a guidebook on the case studies. When reading the case studies, many of you may think of these as commonplace practices in Japanese companies. Therefore, it is evident that Japanese companies unknowingly conduct good practices consistent with the international labour standards, the ILO MNE Declaration or the National Action Plan on Business and Human Rights. Mr Ichimura, Chairperson, Subcommittee on International Labour Affairs of Japan Business Federation, mentions this in the introduction to the Guidebook. We created the Guidebook to make you aware of this. The Guidebook also explains what makes these cases unique, making it easy for foreign readers to understand when it's translated into English. It is the first time that the ILO has compiled case studies of so many Japanese companies. It should be considered one of the legacies of the Tokyo 2020 Games.

The Guidebook first explains Social Dialogue, which equals to labour management discussions for Japanese companies, which we believe must be sufficient and come first to derive practical solutions. The Guidebook also discusses occupational safety and health, training and capacity building, the elimination of forced labour and other matters. It also explains human rights due diligence, supplier inspection, improving the working conditions of suppliers and equality in the workplace, discussed earlier.

I want to reiterate that you should all get your hands on a copy of the Guidebook, which outlines good practices you can adopt, allowing you to learn from these cases and helping us create a sustainable society. The Olympic and Paralympic Games are made possible not just because of the athletes. They are supported by various stakeholders, including the organisations and sponsors that delivered presentations today and other diverse groups. I sincerely hope that the Tokyo 2020 Games, which will open soon, will be a success.



Akiko Gono
Member of the Workers' Group of the ILO Governing Body and Advisor on International Affairs (JTUC-RENGO)

Although it's particularly rare that employers' and employees' organisations are aligned, I firmly concur with Mr. Matsui on the importance of social dialogue.

First, Fujitsu presented their human-centric working style. Next, Pasona mentioned 'enabling them to shine by being themselves'. Such corporate diversity initiatives should be highly commended.

Now, I'll share my opinions on matters not directly related to the presentations from the perspective of the Workers' Group of the ILO Governing Body.

The ILO adopted the centenary declaration at its 108th International Labour Conference in 2019. Since this occurred before the pandemic, no one could have foreseen the current situation. Notwithstanding, the fundamental challenges discussed in the declaration remain the same. Thus, the ILO Director-General, Guy Ryder, writes in his report submitted to this year's ILC, 'to develop a human-centred approach to the future of work ... by investing in ... gender equality; lifelong learning and quality education for all; ... and ... inclusive and sustainable economic growth'. In that sense, the two cases presented earlier align with

the ILO's positions. Therefore, it should be interesting to learn about their discussions with their employees' representatives, the trade unions, who support their initiatives.

This issue hasn't been mentioned today; however, last year, 85% of countries worldwide violated workers' right to strike, and 80% of nations violated their right to collective bargaining. These statistics are derived from a survey by the International Trade Union Confederation (ITUC). In the Asia Pacific region, 90% of countries infringed the collective bargaining right, and 87% regarding the right to organise or participate in a labour union. In short, the reality is that fundamental union rights are breached in most countries in this region. Furthermore, the pandemic must be worsening the situation of vulnerable workers.

So, I'd like to say to this forum's participants who represent companies, especially MNEs, that although achieving diversity is undoubtedly critical, it must be based on sound industrial relations and solidly protected labour union rights in overseas subsidiaries and those of supply chains.

Implementing due diligence in supply chains is now a global concern, and we are seeing a noteworthy trend in Europe in this regard. In that sense, protecting workers is not just moral but also economic, because it protects the interests of not just those workers but also the company. Workers participate in the Olympic and Paralympic Games in various positions. Therefore, I ask you all to take another look at the fundamental rights of workers, including those of supply chains, to further care for them.

Session 2: Roles that enterprises should play in achieving decent work



Prof. Takashi Araki
The University of Tokyo Graduate Schools for Law and Politics

Since I specialize in labour law, I'll talk about corporate social responsibility in the era of the global economy from the perspective of labour law.

"Business and Human Rights" is now attracting worldwide attention, and as internationally accepted values for the protection of human rights of workers, the 1998 ILO Declaration sets forth the following four principles:

- Freedom of association and the effective recognition of the right to collective bargaining
- The elimination of all forms of forced or compulsory labour
- The effective abolition of child labour
- The elimination of discrimination in respect of employment and occupation

Looking at these, it may have been somewhat common to think that (2) abolishing forced labour and (3) abolishing child labour may be problems in developing countries, but are not such major issues in Japan. However, in the global economy, where "business and human rights" have become an issue, human rights and labour issues cannot be regarded as unrelated to Japan.

International discussions on "business and human rights" started in the 1970s. The UN established the Global Compact in 1999 and adopted the Guiding Principles on Business and Human Rights in 2011. The Japanese government recently released the National Action Plan (NAP) on Business and Human Rights. In terms of ensuring human rights, there are, of course, domestic courts and administrative agencies that ensure law enforcement. However, in the international arena, for example, when human rights and labour laws are violated in other countries, how can we correct them? In the current situation where a world state has not yet been established, there is the problem of the limitations of international law. Therefore, instead of hard law, which can ensure the implementation of the law by courts and other organs, soft law, which resorts to people's recognition of norm and common sense, comes into play. In this context, the idea of placing corporate social responsibility (CSR) at the centre of corporate governance is now discussed.

However, the traditional understanding of corporate governance has been based on the shareholder model, where corporations exist to maximize the value of their shareholders. As a result, the stakeholder model,

which emphasizes CSR, namely, governance giving weight to the interests of stakeholders other than shareholders, such as employees, residents, and consumers, has had difficulty becoming a mainstream concept. CSR may have just remained a watchword for many companies.

However, the 2013 collapse of Rana Plaza, a sewing factory in Bangladesh, was one of the triggers that changed this mindset around the world. More than 1,000 people lost their lives, and nearly 3,000 were injured. This accident revealed the reality of major brands from advanced economies making huge profits by selling products manufactured at the end of the supply chains in developing countries, where production is carried out under working conditions that do not respect the human rights of workers. It was an event that made people realize the reality of the supply chain. Business practices that allowed such supply chain conditions to persist were severely criticized. I believe that this has led to today's growing discussion on ESG, SDGs, and business and human rights.

In this way, awareness of business and human rights has increased, but there is still a limit to what can be achieved by simply appealing to normative awareness. Therefore, European countries and North American countries have incorporated labour clauses into free trade agreements or economic partnership agreements. They are discussing business sanctions, as in withholding most-favoured-nation status in international trade if the fundamental rights of workers are not protected in that country. The Trans-Pacific Partnership (TPP), which Japan joined, includes a chapter on labour (Chapter 19). This means that Japan is now required to pay attention to business and human rights in the same way as Western countries.

The UN Guiding Principles on Business and Human Rights (2011) has three pillars, the second of which is the corporate responsibility to respect human rights. Specifically, human rights due diligence is required to check for human rights violations, violations of labour laws, and other risks including overseas supply chains. Information disclosure is also important. If a company discloses how it engages with human rights due diligence and CSR, that information can change investor or consumer behaviour. By using such market mechanisms, it is expected that companies will be guided towards CSR.

The third pillar is access to remedies. Of course, judicial remedies by the courts provided by the state are important, but it is also very important for companies to have a mechanism in place to resolve disputes in the event of human rights violations or violations of labour laws.

Lastly, let me say a few words on labour-management relations. Labour unions in Japan are mostly company-based, so labour-management relations also tend to be considered on a company basis. As a result, Japanese companies may not have been paying enough attention to labour issues overseas. In Europe, however, labour and management have concluded global framework agreements beyond the borders of companies and nations, and are addressing problems at the end of supply chains and labour issues in developing countries. From now on, it would be important for both labour and management in Japan to have such a global perspective. I sincerely hope that Japanese companies will further promote proactive efforts to address corporate social responsibility in the era of the global economy.



Masaru Arai

Chair, Japan Sustainable Investment Forum (JSIF), a Non-profit Organisation; Senior Engagement Consultant to Federated Hermes EOS

Now, I'll discuss shareholders or investors' take on decent work.

To this end, I'll first need to talk about ESG investment. ESG stands for environmental, social and governance. The UN-supported PRI (The Principles for Responsible Investment) started ESG investment in 2006, and its signatories invest and engage with companies to improve their ESG issues. There are currently over 4,000 institutional investors involved in ESG worldwide. In Japan, we have 90 signatories committing to ESG investment.

JSIF annual survey on sustainable investment in Japan shows ESG investment amounted to 310 trillion JPY in 2020. This result is slightly lower than last year because of a temporary lull in the stock market in spring 2021 due to the Covid-19. However, it must be still growing.

I'll talk a bit about PRI's current objectives. It prioritises translating ESG management risks and opportunities to actual investment results in its mid-term plan 2011-2014. Institutional investors are concerned with getting results, as has been said in recent years. As for ESG managing risks and opportunities, corporate and investors must lead to and achieve social sustainability.

The PRI's mid-term plan sets down two priorities: address climate change and respect human rights. Human rights, in particular, is a relatively new issue for investors.

Now, I'll tell you what investors refer to when they engage with companies. First, we have the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises. In addition to these, a recent PRI report mentions why and how investors should play their roles concerning human rights. The PRI is planning for signatories to report their activities on human rights every year. Many Japanese leading companies are now discussing adding a human rights category to their annual report. The Investor Alliance for Human Rights is an initiative that comprises over 170 institutional investors globally, is working together on human rights. Furthermore, an international initiative called the Corporate Human Rights Benchmark (CHRB) started in 2016. It provides investors with an evaluation of companies' actual efforts for human rights based on the UN Guiding Principles on Business and Human Rights.

The UN Global Impact is a voluntary initiative of business enterprises. I took another look at its Ten Principles. Those are divided into four areas: human rights, labour, environment and anti-corruption. Many of them are related to human rights. The Global Compact is a UN organ that works closely with and supports the PRI.

GRI Sustainability Reporting Standards are major standards that leading companies refer to in disclosing their integrated reports. They are divided into three categories: economy, which has six items; the environment, with eight items; and society, with 19 items, most of which are human rights issues. We also have ISO 26000, which is a guideline on the social responsibility of businesses and organisations in general. Society and human rights also weigh heavily on this. Its seven core subjects are Organisational governance, Human rights, Labour practices, The environment, Fair operating practices, Consumer issues and Community involvement and development.

The Japanese government released the National Action Plan (NAP) on Business and Human Rights in 2020. This framework lists the Promotion of Decent Work, Promotion and Protection of Children's Rights, Human Rights Associated with the Development of New Technologies, Rights and Roles of Consumers, Equality before the Law, Acceptance of and Coexistence with Foreign Nationals. The NAP is scheduled for revision in 2025, for which round table discussions will commence this year.

So, the society part of ESG is proportionately large. Human rights, in particular, features quite heavily. The PRI is engaged in labour and human rights, focusing mainly on decent work, diversity, equality, inclusion and health, from the perspectives of ESG and the SDGs. What is important here is that companies voluntarily work on these issues, not just within themselves but with their supply chains, and reveal the results of their efforts because investors will never know if they have such initiatives unless they offer information. Also, we're trying to extend our engagement with companies by addressing human rights matters to accelerate the trend.

The 2020 Olympics and Paralympics is our first step towards solving these human rights issues. However, I have to say that we anticipate many challenges for investors and companies. So, I hope that this opportunity will accelerate initiatives on decent work, both on the companies' side and that of investors.



Hideki Matsuoka
Researcher, Asia-Pacific Human Rights Information Center (Hurights Osaka), a General Incorporated Foundation

Hurights Osaka translated the UN Guiding Principles on Business and Human Rights, which you've heard other speakers mention so many times, into Japanese for the first time in 2012. We have been working to promote it ever since then. In recent years, we hear about various issues and topics related to human rights or business and human rights. As you know, many such cases are reported by the media. For that reason, we need to go back to the basics to assess businesses' future challenges.

The three pillars of the Guiding Principles on Business and Human Rights are well known: the state's duty to protect human rights, the corporate responsibility to respect human rights and access to remedy. Notably, the National Action Plan (NAP) on Business and Human Rights is a policy paper that dictates what the government should do to perform its duty to protect human rights and to ensure access to reliefs and explains what the government expects from companies in this regard.

Companies must first assess the extent to which they impact human rights, thereby avoiding their business activities violating any of these rights. What's important here is identifying whose human rights they are negatively impacting and infringing, what rights they are violating, referring to internationally recognised human rights. Incidentally, Professor John Ruggie, who was involved in forming the Guiding Principles, is said to have focused on rights, such as the freedom of association and equal pay for equal work in the field of labour, in conducting various analyses.

Let me talk a little about the Organising Committee's work. The big sporting event is mentioned in the report as a celebration of diversity, saying that they will prepare for and deliver the Games in accordance with the Guiding Principles. I believe that this is something that should be highly praised. It talks about internal control regarding human rights risks. I interpret this as meaning that they assess the risks of the human rights impacts their operations may have on stakeholders or rights holders as they are called in the Guiding Principles in various scenarios. Further, though not expressly mentioned, the underlying idea must be that various inherent and inalienable rights possessed by stakeholders should be satisfied, which resonates with the Universal Declaration of Human Rights.

The pandemic, which began last year, has worsened the situation, and the risk of human rights impacts is mounting. This issue is not just about labour rights. Impacts on various people's rights to health must also be considered. Hosting the Olympic and Paralympic Games as 'safe Games' translates to them respecting the right to health in terms of the Guiding Principles. Such ideas must have influenced the initiatives and policies they have been engaged in all this time in their efforts to prevent human rights impacts.

Decent Work is often explained as work that is rewarding and humane. However, if you dig a little deeper, you'll find that respecting human rights is the foundation of this concept. The ILO's MNE Declaration refers to the Guiding Principles many times in its General Policies. It also says that the so-called social dialogue, or industrial relations, is vital and should play a major role. As I understand it, these inform individual companies' various initiatives on decent work.

There are two things that I expect from businesses. From the perspective of the Guiding Principles, my first expectation is that an awareness of human rights should be spread throughout the company. Looking at Keidanren's survey result from last summer, it seems they are now making gradual progress in this regard. Therefore, many companies now have various schemes and human rights policies. Although it is vital to have such frameworks for human rights due diligence, the more important aspect is putting them into practice. Human rights are very basic, are never fully satisfied, and new issues continuously arise. So, making use of the frameworks is more important than just setting them up.

In doing so, you'll need to foster understanding among internal stakeholders. Although company-wide awareness is an old watchword in the context of CSR, I thought it prudent to still remind you of this. I sometimes say, 'risks lie in the minute', meaning that you need to care about every single employee on the shop floor. For that, you need to transform how people work, not just help them understand human rights.

That must be what the often-discussed integrated approach means. My favourite idea of Professor Ruggie's is the incorporation of human rights into business operations.

As previously mentioned, company-wide awareness requires a common understanding of human rights. This becomes clear if you think about the reason why are diversity initiatives grouped under human rights, for example. Just saying that diversity is necessary doesn't influence companies if you don't tell them that a workplace lacking diversity may impact human rights. Take accessibility, for another example. This diversity drive emerges from our effort to find solutions to the reality that the inherent rights of people with disabilities are not satisfied. The same goes for the issues of gender equality and sexual minorities.

And another thing: why is it a human right to be free of discrimination? Discrimination cannot be condoned since it negates human dignity or equality before the law. From another perspective, it also means that everyone's rights should be protected regardless of their diverse attributes.

Sometimes people do not get this, so we cannot say that there is a common understanding of human rights. We're still at the point of wondering what human rights are. So, we need to go back to the international conventions on human rights to form a common understanding on our rights. To remind you: the word 'right' also means 'just' or 'natural'.



Miki Watanabe
Senior Project Officer, the Global Alliance for Sustainable Supply Chain (ASSC), a General Incorporated Association

ASSC is an NGO established in 2017, working on building sustainable supply chains under international cooperation. Our mission is to foster international cooperation to respect workers' rights and human rights for all.

I'll share with you what we've learned from our projects so far. We provide companies with support for human rights due diligence and site audits and other social audits both in Japan and abroad.

The first is the increasing global demand; however, I'll skip this because other speakers have already discussed it.

The second is that vulnerable workers face similar challenges domestically and overseas. First, we have seen problems regarding working conditions, such as long working hours, insufficient overtime wages and lack of days off. Next, we have also seen issues concerning migrant workers who may be forced to work long hours or be paid less than the minimum wage. Also, occupational health and safety is not fully protected. For example, we often see cases where workers are not provided with protective equipment in hazardous workplaces.

The third observation is the gap between what we can learn from worker interviews conducted in audits and what we hear directly from workers on the hotline. For example, in on-site worker interviews, many workers say they don't have issues with the treatment they receive, but they tell us on the hotline that they are facing various issues, that they are in serious trouble or that they are technical intern trainees facing the risk of deportation. In that sense, we must provide them with occasions where they feel safe to talk candidly about their problems.

Although this session's theme pertains to roles enterprises should play in achieving decent work, I believe that the entire nation, not just companies, must become committed to achieving decent work, or it won't happen. So, we need to create nationwide momentum to this end.

First, so much is expected of companies because they are the employers. They should have a clearer idea of how they will address the issue, as businesses' initiatives targeting vulnerable workers are likely to become further embedded into corporate evaluation and quality, cost and delivery, or QCD. What's more, they should put that idea into practice. I mean, they should assess the situation and address and remedy any issue

they uncover. This practice should not only occur within the company but throughout the entire supply chain that may extend to other countries.

Also, I'm calling on consumers and non-profit organisations, or NPOs, to support their efforts. For example, you should note where and by whom the products and services you purchase are created and if the price is fair or not. You may discover that the product is manufactured through the hard labour of foreign workers.

I also have something to ask of the government. They should create a movement for decent work if they want to bolster Japan's competitiveness. Such an initiative will require accepting criticism from other countries, mainly of the National Action Plan, and building on them.

Now, I'll tell you briefly about the Japan Platform for Migrant Workers towards Responsible and Inclusive Society, one of the initiatives the ASSC conducts in collaboration with companies, civil society, and a government institution.

Last November, we launched it with the Japan International Cooperation Agency (JICA), which sponsored and co-founded the platform. This initiative aims to improve the situation of the violation of foreign workers' human rights in Japan. Our goal for 2030 is to make Japan a trusted destination for workers around the world. Nearly 300 members, including applicants, are now trying to incorporate our code of conduct into their business practices. You can look at our activities on the website or join our public seminars. By using this platform and other resources, ASSC will continue to work with businesses and organisations that employ foreign workers to help them take action to improve the situation.



Yukiko Furuya
President, Consumer Conference for Sustainability; Board Chair, CSO Network Japan, a General Incorporated Foundation

I'll talk about what consumers expect from companies in achieving decent work. I am President of a group called Consumer Conference for Sustainability (CCFS) and Board Chair of another called CSO Network Japan. While both groups work for sustainability, CCFS focuses on consumer-oriented business management, education and the SDGs. CSO Network Japan also conducts activities for sustainability, targeting companies, communities or individual consumers or citizens in collaboration with other groups.

In the first session, we heard about the decent work initiatives of the Tokyo 2020 Organising Committee, the ILO and companies, which is the premise of today's forum. The speakers explained that the Organising Committee has been working toward protecting Human Rights, Labour and ensuring Fair Business Practices. Their approach towards sustainability involved making relevant efforts in preparing for and organising the Games, and the Committee and ILO signed a memorandum to collaborate in promoting decent work initiatives. Given these initiatives, I wondered whether the concept of decent work has been embraced by a greater number of companies or taken root in society. Having mulled over these questions, I have to say that we have a long way to go before they can become legacies of the Games. So, that's my take on the topic of what decent work means for consumers.

Achieving decent, rewarding and humane work for workers should help enrich consumers' lives. These days, such work and lifestyles are much discussed as they are conducive to our well-being. However, you may have some experiences where workers' interests conflict with those of consumers. In more practical terms, choosing between different products of the same quality, consumers prefer a cheaper one or something handier or more satisfactory. Its cheapness, though, may be a product of horrible working conditions or low wages. Alternatively, its handiness may come from arduous work. Therefore, if you pursue customer satisfaction, you might drive away workers' satisfaction. Nowadays, we hear about cases of customer harassment.

Consumers' innocent actions may negatively impact workers' adverse working conditions. So, ethical consumption and sustainable consumption are now in the spotlight. Therefore, NPOs, governmental bodies and companies must promote ethical and sustainable consumption through various means.

As Ms Watanabe of ASSC told us earlier, consumers' actions are important. When you look at the results of surveys on ethical consumption, the general public is taking great interest in this matter. Then why don't they take action? There may be various factors at play here. Take labour, for example. If you don't earn enough wages, you can't buy ethical products. So, I heard there is a new concept of living wages. If we only appeal to consumers' moral, we won't see them start buying sustainable products. What do we need to protect the interests of both workers and consumers? In exploring this question, we must ask ourselves about the kind of society in which both parties want to live. The answer would undoubtedly be a sustainable one. However, what does this mean for consumers and workers? We need to figure out how to make it sustainable for both sides.

As I mentioned earlier, they are opposed to each other in various scenes, so we must have dialogues to determine where they differ, what they should do and in what areas they can cooperate. Dialogue is a word that has been mentioned so many times today. Dialogue between employees and employers has a long history, but do we actually have dialogue between consumers and workers? I think not. Having such discourse is likely to become a key to building a sustainable society.

Lastly, I'll share with you what I want from companies, in that sense. Companies impact both workers and consumers. They make various efforts in this regard; for example, they are trying to achieve decent work through employment and are always trying to provide consumers with better products and services. Although I said earlier that consumers and workers sometimes come into conflict, I don't think companies are yet making sufficient effort to help resolve their conflicting positions to mutually beneficial ends. I may be repeating myself, but we do need to explore what kind of society is sustainable for consumers, workers and companies, and share ideas. I think the answer would be an abundant society where individuals' dignity is respected. There are many existing initiatives and standards, from the Guiding Principles on Business and Human Rights, the SDGs and ISO 26000, to the ILO Declaration. So, let's use them and have dialogue between companies, consumers and workers to get us on the same page to build an enriched, sustainable society where everyone's dignity is respected.

I call on business enterprises to take the lead in achieving decent work and creating a society where everyone shines. We, citizens and consumers, will join forces with you.



Asako Osaki
Visiting Professor, Kwansei Gakuin University; Director, Gender Action Platform, a Specified Non-profit Organisation

I have been promoting gender equality primarily in the public sector and the civil society sector, as a member of international organisations, NPOs and NGOs. I've had increasing opportunities to participate in initiatives in the private sector, including in companies and sporting organisations. It's purely amazing to see this momentum among the public, the private and the civil society sectors working together to promote gender equality. I'll talk about the roles businesses should play in terms of gender.

As you know, there is great international momentum for gender equality. This trend is reflected in SDGs and ESG investing. Now, given such international trends, I'll share with you my take on Japan's issues and what's expected for Japanese companies within the context of the pandemic's impact, already mentioned many times in the first session.

First, the impact of COVID-19 pandemic: The SDGs envision not leaving anyone behind; that is to say, reducing gap and inequality as a goal for the entire society. However, I believe that this gap and inequality are about to widen in Japan. The report of the Study Group on the COVID-19 Pandemic's Impact on

Women and Challenges in which I participated, set up by the Gender Equality Bureau, Cabinet Office, was released. Some of you may have read it, as it was featured by various media outlets. We already knew that natural hazards, conflicts, pandemics and other crises impact men and women differently from previous experiences in the international community. So, the Study Group set out to determine what impacts the pandemic may have on women and related underlying structural issues. Conventionally, they'd put together specialists on gender or women's study, like me, to be part of these groups. However, half of the members of this particular group were men. Furthermore, half the members were economists, like Mr Nagahama of the Dai-ichi Life Research Institute and Mr Yamada of the Japan Research Institute. So that enabled us to delve into this matter from the economic perspective.

We collected gender-related data and statistics on various topics and assessed them in 11 sessions. First, what emerged as the pandemic's impact on women was the loss of income to those who lost their jobs or lost their will to find a job. Many of those affected in this regard included single mothers, thereby translating into poverty. Women with spouses and children tend to lose their will of getting employed. We discovered that women who previously had part-time jobs are now quitting. Second, there is an increase in the number of women reporting domestic violence and a sharp spike in women committing suicide.

This trend was conspicuous, especially among homemakers and schoolgirls, as data clearly showed us. Last, women have longer hours of unpaid care and domestic work, such as housekeeping and taking care of children. Although more men are involved in such work, the ratio of sharing of housework between men and women has not changed since before the pandemic. So, it is clear from the data and statistics that this poses a greater impact on women, imposing increased stress on them.

Now, moving on to the causes of these trends, I'll just touch on the economic aspect today. Gender pay gap, in a word: On a macro level, the pandemic impacts the service industry, especially hotels and restaurants, and the retail industry and medical welfare industry, which involve in-person contact. All these businesses have high proportions of female employees. Such women are placed mainly in non-regular employment, characterised by low wages, adverse working conditions and insecure jobs. Therefore, the pandemic has heightened the gender gap that already existed in the labour market.

We also found out that single mothers who have odd jobs to singlehandedly feed the children have problems of poverty, malnutrition of the children and other health problems, including mental health. In this regard, the children's education suffers. Also, the study revealed that irregular employment, as in part-time jobs, are now significant sources of income for women with spouses or married women and are no longer supplementary.

The report mentions the connection between increases in domestic violence and suicide in the context of gender wage inequality. Losing an income means having less say in the family, having fewer connections with society, and finding themselves rather isolated. In addition, taking care of housework and children and also caring for family members' health are perceived as women's jobs. All this heaves even more stress on women and may be related to the increase in women committing suicide. Another factor is that they choose death, having no escape from domestic violence, because they are not economically independent, as the report points out. I encourage you to look at the report. The pandemic has such adverse impacts on women whose underlying cause is the gender pay gap. How business enterprises address this will be a key to solving this issue.

From a wider perspective, let us discuss what companies should do to promote gender equality. We have the Women's Empowerment Principles (WEPs), a set of principles established by UN Global Impact and UN Women in 2010, guiding business enterprises in promoting gender equality. The WEPs are formulated by the same framework that informs the SDGs, the concept of ESG investing and the Guiding Principles on Business and Human Rights. Do look at the WEPs. Last December, the Government Pension Investment Fund, or GPIF, selected the Morningstar Gender Diversity Index, an ESG-themed benchmark for foreign equity. This index is based on WEPs. We drew up a handbook on this in Japanese, so please make use of it.

The WEPs' seven principles start with High-Level Corporate Leadership and move on to companies' efforts for their employees from Principles 2 to 4, which are, in fact, decent work initiatives. Equal pay, or

solving the gender pay gap, is mentioned here. Principle 5 is Enterprise development, supply chain and marketing practices. Corporate advertising is discussed here. Companies play a vital role in performing responsible advertising, as corporate advertising influences gender roles and other norms. Next comes community initiatives. Finally, the last principle, Principle 7, is about information disclosure. It states that companies must report on and publish their initiatives, results and the current situation. Reading through the WEPs will give you a concrete idea of how companies can promote gender equality.

Lastly, I'd like to emphasise the importance of companies' commitment to solving gender inequality in wages. In this regard, I wrote a guidance note on equal pay and solving the gender pay gap, as discussed in the WEPs' Principle 2. You can download this document for free, so I encourage you to read it and familiarise yourself with the basics.

Japan has a substantial gender gap and considerable generation gaps. People often talk about asking the opinions of Gen Z or expecting this from this generation in the context of sustainability and D&I. While we look to them for so much, those in their twenties are paid meagre wages compared to their counterparts in other nations. So, companies should find a way to make fair job evaluation systems and pay grade structures.