

Remediation status			
List of cases disclosed prior to FY2024 and status of response to improvement items/issues confirmed by direct communication (through HRDD) from FY2024.			
* Closed case: 2, Monitoring case: 10			
Month Received	Method of Confirmation	Case Summary	Response & Progress
June, 2023	[Human Rights Due Diligence] Rights Holder Engagement Process	In a direct questionnaire survey of technical interns, some workers indicated that at the time of the signing of their employment contracts there was insufficient explanation about the overall rights of workers including paid vacations, and that the briefing on occupational health and safety was not in a language they could understand.	September, 2023 In light of these responses, we requested the partner firm where the workers concerned work to conduct a face-to-face interview survey with the foreign workers to further check the location of risk. Third-party CRT Japan conducted the interview survey with the foreign workers at the partner firm as described below. Target: 6 foreign workers working at a partner firm where there were expressions of dissatisfaction (technical interns: 4, specified skilled workers: 2) Method of implementation: Face-to-face interviews conducted by third-party organization CRT Japan Results: No problems of concern regarding contracts were detected. All interviewees responded that their contracts were written in their native language and that they were able to understand the content. In regard to occupational health and safety, no particular problems were found in the work operations of the workers. Although workers indicated that some notices on bulletin boards at the workplace were in Japanese only, workers checked with their senior colleagues if they had any questions. No other events that could particularly result in human rights risks were confirmed. On the other hand, some positive aspects were apparent. A framework for facilitating daily communication between foreigners and Japanese supervisors had been established. In view of the results of the interviews, we have asked the partner firm to take various measures such as measures for ensuring that all workers accurately understand safety-related notices and measures for carefully explaining correct information on how to read pay slips, etc. We will strengthen collaboration and cooperation to create a more conducive work environment for foreign workers. Case Closed
July, 2023	[Grievance Mechanism] Grievance raised through 'Ninja'	We received a post on "Ninja" from foreign workers at a partner firm stating that wages at the firm were lower than those at other airports and that overtime wages were not being paid.	July, 2023 We received a reply from the partner firm via the group company stating that wages were being paid in accordance with contracts. Then we responded to the workers' post, saying, "The firm is paying wages in accordance with contracts. We would like to conduct a more accurate investigation of this matter." In addition, third-party organization CRT Japan conducted a face-to-face interview survey with the foreign workers at the partner firm as described below. Target: 5 foreign workers (technical interns) working at the partner firm that was the subject of the complaint posted on "Ninja" Method of implementation: Face-to-face interviews conducted by third-party organization CRT Japan Results: In regard to wages being "too low" someone made the comment, "It would be nice to receive more." However, it was confirmed that there was no actual situation that would constitute violation of a contract. Nevertheless, all of the foreign workers send remittances back to their home country of the Philippines, and it was confirmed that the effects of the weaker yen had increased the burden of sending remittances. Furthermore, some workers did not have an accurate understanding of the details of deductions from their paychecks. There were also some complaints about the living conditions in the dormitory and the working attitude of Japanese employees. August, 2023
March, 2024	[Human Rights Due Diligence] Rights Holder Engagement Process	In interviews with foreign workers of a partner firm conducted by the third-party organization, there were comments: "Salaries are paid consistently. However, in order to understand the details of each pay slip, it is necessary to use machine translation." With regard to this comment, the third-party organization recommended that explanations be made about the details of pay slips and the slips be prepared in the mother tongue of the foreign workers to help them better understand the details.	FY2024 In response, the outsourcing ANA Group company contacted the partner firm to confirm the facts and give feedback about the interview results. The partner firm then requested the relevant cooperative to create pay slips in the mother tongue of the foreign workers, and the cooperative met this request. Foreign workers were given feedback on the issue in their mother tongue via an interpreter employed by the firm. FY2025 Checked awareness status via survey. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.
March, 2024	[Human Rights Due Diligence] Rights Holder Engagement Process	Based on the results of the interviews conducted with foreign workers of a partner firm, the third-party organization made the following recommendation: "The workers have sufficient Japanese language skills to be interviewed and make daily conversation. However, for safety notices posted internally, the firm needs to ensure that all workers can understand the details correctly, regardless of their Japanese language skills."	FY2024 In response, the outsourcing ANA Group company contacted the partner firm to confirm the facts and give feedback. For notices to be posted at its workplaces, the partner firm said in response that they would make efforts to use easy-to-understand Japanese and also reported as follows: In view of the fact that all foreign workers of the firm have Japanese language skills at the level of N4 or higher of the Japanese-Language Proficiency Test (JLPT), the firm will not translate its documents and materials into other languages and will instead make efforts to use easy-to-understand Japanese. The firm will, however, use an interpreter or translation app as required to help the workers achieve a greater understanding of the details. Also, in order to help foreign workers to grasp difficult-to-understand nuances in Japanese, the firm will ask foreign workers with strong Japanese language skills to serve as interpreters for their colleagues, while asking those in managerial positions to make supplementary explanations for foreign workers. FY2025 Confirmed the distribution status through a questionnaire survey. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.
March, 2024	[Human Rights Due Diligence] Rights Holder Engagement Process	In interviews with foreign workers at a major partner firm conducted, there were comments by workers: "Pay stubs are in Japanese, so we translate and confirm in English on the device." Accordingly, the third-party organization made the following recommendation: "Explanation of how to read the paycheck and making it multilingual would better promote a correct understanding of foreign workers."	FY2024 In response, the outsourcing ANA Group company contacted the partner firm to confirm the facts and give feedback. The company uploaded the "Pay Slip English Translation List" on the bulletin board of the pay stub application so that workers can access and check their pay stubs at any time. The ANA Group company received a report that the foreign workers were informed of the details of the correspondence. FY2025 Checked awareness status via survey. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.

		March, 2024	[Human Rights Due Diligence] Rights Holder Engagement Process	In interviews with foreign workers of a partner firm conducted by the third-party organization, there were comments from workers: "There is nowhere I can pray, and I would like to have such a place." Accordingly, the third-party organization made the following recommendation: "Based on the precondition that foreign workers are well informed of the internal work rules including the fact that they cannot pray during their working hours, it would be preferable for the firm to provide them with a place where they can pray during break time and after work. Also, when concluding employment agreements with new workers, it is desirable that the firm provide them with clear explanations, including about when and where they can pray at their workplace."	FY2024 In response, the outsourcing ANA Group company provided feedback to the company and confirmed the common understanding with the workers. The partner firm had informed the worker in question of matters related to prayer (the place where the person can pray and the difficulty in making special arrangements to let the person pray during work hours) via the employment management company at the time of employment. The partner firm also informed the worker of the availability of a room where the person can pray before and after work. Subsequently, no similar requests have been made by foreign workers of the firm to date. FY2025 Checked awareness status via survey. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.
		March, 2024	[Human Rights Due Diligence] Rights Holder Engagement Process	According to the result of interviews of foreign workers, the third-party organization made the following recommendation: "Explanation of how to read the paycheck and making it multilingual would better promote a correct understanding of foreign workers."	FY2024 In response, the outsourcing ANA Group company contacted the partner firm to confirm the facts and give feedback. An interim report was received from the partner company stating that they are in the process of requesting the support organization to translate payrolls and prepare explanatory materials. The partner company reported that it has prepared payroll documents that can be verified by currently enrolled foreign workers in their native language and has sent the information to foreign workers. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue. FY2025 Confirmed the distribution status through a questionnaire survey. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.
		April, 2025	[Human Rights Due Diligence] Rights Holder Engagement Process	According to the interviews with workers of a partner firm, they stated, "The dormitory is far from the station, and the streets are scary at night." In response, the third-party organization recommended: "Re-evaluating the situation and considering the use of bicycles would be advisable."	FY2025 In response, the outsourcing ANA Group company provided feedback to the company and suggested that distributing personal safety alarms might be an effective measure. A report was received from the partner company stating that the distribution of personal safety alarms to the workers has been completed. Confirmed the distribution status through a questionnaire survey. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.
		December, 2025	[Human Rights Due Diligence] Rights Holder Engagement Process	According to the interviews with workers of a partner firm, they stated, "The streets from the station to the dormitory are scary at night." In response, the third-party organization recommended: "Conducting an on-site inspection and taking measures such as distributing personal safety alarms as needed would be advisable."	FY2025 In response, the outsourcing ANA Group company provided feedback to the company and requested an inspection of the dormitory. Accompanied by the third-party organization, the outsourcing company and ANAHD jointly visited the site and verified the actual routes and road conditions to the dormitory. Confirmed that some streets had few streetlights, validating the conditions that could make workers feel scared. FY2026 The partner company reported that the distribution of personal safety alarms to workers who requested them has been completed, and that they are also considering bus commuting options. This case will be closed when the third-party organization confirms that corrective actions have conclusively been taken for the issue.
		December, 2025	[Human Rights Due Diligence] Rights Holder Engagement Process	According to the interviews with workers of a partner firm, they stated, "The environment in the dormitory is poor." In response, the third-party organization recommended: "Conducting an on-site inspection would be advisable."	FY2025 In response, the outsourcing ANA Group company provided feedback to the company and requested an inspection of the dormitory. Accompanied by the third-party organization, the outsourcing company and ANAHD jointly inspected the actual dormitory and confirmed the presence of pests. The third-party organization recommended taking pest control measures.
		December, 2025	[Human Rights Due Diligence] Rights Holder Engagement Process	According to the interviews with workers of a partner firm, they stated, "We cannot use the microwave, so we cannot finish eating during our break time." In response, the third-party organization recommended: "Conducting an on-site inspection and considering options such as adding more microwaves as needed would be advisable."	FY2025 In response, the outsourcing ANA Group company provided feedback to the company. ANAHD and the outsourcing company inspected the site and checked the number of microwaves, confirming that adding more units would be difficult due to facility constraints. FY2026 The partner company provided explanations to the workers regarding this matter.
		December, 2025	[Human Rights Due Diligence] Rights Holder Engagement Process	According to the interviews with workers of a partner firm, they stated, "Overtime pay is not being paid, and it is not calculated properly." In response, the third-party organization recommended: "Checking the situation with the companies and taking appropriate action if there are any shortfalls would be necessary."	FY2025 In response, the outsourcing ANA Group company provided feedback to the company. ANAHD and the outsourcing company inspected the office and confirmed that the method of calculating overtime pay is lawful and that the notification policy is properly posted. The third-party organization suggested providing feedback to the workers while re-verifying their level of understanding regarding the posted policy. FY2026 The partner company provided explanations to the workers.