

Guidebook on Living and Working

~For foreign nationals who start living in Japan~



Introduction

The number of foreign nationals staying in Japan remains at a high level of approximately 2.82 million as of the end of June 2021.

It is expected that the number of foreign residents will continue to increase in the future.

In order to realize a society in which both Japanese and foreign nationals can live with a sense of security, it is important for Japanese nationals to understand foreign nationals, as well as it is important for foreign nationals to have accurate and quick access to the information on the rules and customs of Japan.

Based on the “Comprehensive Measures for Acceptance and Coexistence of Foreign Nationals,” which was accepted in December 2018 by the “Conference of Relevant Cabinet Ministers on Acceptance and Coexistence of Foreign Nationals”, a “Guidebook on Living and Working” has collected and contained basic necessary information so as to enable foreign residents to live and work safely and securely in Japan through efforts made jointly by respective ministries.

This guidebook has been posted with multilingual versions (14 languages) on the “Daily Life Support Portal Site for Foreign Nationals,” which has been set up on the website of the Immigration Services Agency. The third edition was revised, and the fourth edition has been completed here based on new establishment and abolition of schemes with cooperation of relevant ministries and posted on the “Daily Life Support Portal Site for Foreign Nationals.”

We hope that all the foreign nationals are able to enjoy their life in Japan without problems by utilizing the information contained in this guidebook.

March 2022

Immigration Services Agency

The following Japanese ministries, agencies, and Tokyo University of Foreign Studies have contributed to the writing and proofreading of each chapter in this guidebook.

List of Ministries and Agencies

Cabinet Secretariat	Ministry of Justice	Ministry of Agriculture, Forestry and Fisheries
Cabinet Office	Ministry of Foreign Affairs	Ministry of Economy, Trade and Industry
National Police Agency	Ministry of Finance	Ministry of Land, Infrastructure, Transport and Tourism
Financial Services Agency	Ministry of Education, Culture, Sports, Science and Technology	Ministry of the Environment
Consumer Affairs Agency	Ministry of Health, Labour and Welfare	
Ministry of Internal Affairs and Communication		

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1

Residence Card

A residence card is an ID for foreign residents in Japan. It shows your identification information, period of stay, your status of residence, and so on.



- A Person who is 16 years and over need to carry his / her residence card at all times.
- It can be used as an ID when you carry out an official procedure at local government or enter into a contract.

A Person to Whom Residence Card Is Issued

A residence cards is issued to a person who stay in Japan over three months. (The person is called mid-to-long-term resident.)

Six cases in which residence card is not issued

- A person granted permission to stay for three months or less
- A person granted "Temporary Visitor" status of residence
- A persons granted "Diplomat" or "Official" status of residence
- A staff members of the Japanese office of the Taiwan-Japan Relations Association (Taipei Economic and Cultural Representative Office in Japan, etc.), or Permanent General Mission of Palestine in Japan who has "Designated Activities" status of residence, and his / her families
- A special permanent resident
- A person with no statuses of residence

1-1

Issuance of Residence Card

A residence card is mainly issued at the following time

- When a new landing permit is given at Narita Airport, Haneda Airport, Chubu Airport, Kansai Airport, New Chitose Airport, Hiroshima Airport, and Fukuoka Airport
 - ➔ A residence card is issued at the airport.

- ii **When a new landing permit is given at an airport or a port not mentioned above**
 - ➔ Please submit a moving-in notification to the municipal office where you live. After that your Residence Card will be delivered to your house by mail.
- iii **When you receive permission for extension of the period of stay**
 - ➔ Please apply for extension of period of stay (cf. 2-1) at the Regional Immigration Services Bureau (including district offices and branch offices of the regional immigration services bureau; the same shall apply hereinafter) before your period of stay expires. A new residence card will be issued if your application is permitted.
- iv **When you receive permission for change of the status of residence**
 - ➔ If you need to change your status of residence, please apply for change of status of residence at the Regional Immigration Services Bureau (cf. 2-2). A new residence card will be issued if your application is permitted.
- v **When you receive permission for acquisition of status of residence**
 - ➔ If a child is born in Japan without Japanese nationality, and wishes to continue to stay in Japan beyond 60 days after he or she is born, it is necessary to apply for acquisition of his/her status of residence at the Regional Immigration Services Bureau within 30 days from the date of birth (cf. 2-4). A new residence card will be issued if his/her application is permitted.

1-2 Moving In Notification

A person who has had been issued a Residence Card need to register his / her address / place of residence (file moving-in notification) within 14 days after his / her residence has been determined.

To file the notification, either a Residence Card or passport is needed.

See: Chapter 2-1, 1-1

1-3 Loss of Residence Card

You need to apply for reissuance of a residence card at the Regional Immigration Services Bureau within 14 days of the day when the loss is known.

Necessary Documents

- Passport
- A photograph (4 cm long × 3 cm wide, taken within the last three months. You don't need to submit a photograph if you are under 16.)
- Documentation that proves reasons for loss of the Residence Card (Certificate of Lost Property Report, Report of Theft, Disaster Victim Notification, etc.)
- An application for reissuance of a Residence Card

See the following URL for details:

https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00010.html



1-4

Return of Residence Card

You need to return your residence card in the following circumstances:

Departure (leaving Japan after finishing your activities)

- Please return your residence card to an Immigration officer at an airport or seaport when you leave Japan.

- When a family member or someone you live with died
- If you left Japan with re-entry permit but did not return to Japan within the validity period of the permit
- When you were naturalized as a Japanese citizen

In the cases above, please return your residence card within 14 days by one of the following methods.

- Bring the residence card to the nearest Regional Immigration Services Bureau.
- Send the residence card by mail



To: Odaiba Branch Office, the Tokyo Regional Immigration Services Bureau
Tokyo Port Joint Government Building 9F, 2-7-11 Aomi, Koto-ku, Tokyo 135-0064
(Please write "**Return of the Residence Card**" on the front of the envelope)

see the following URL for details:

https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00020.html



2

Procedures relating to status of residence

2-1

Extension of period of stay (renewal of period of stay)

If you wish to continue to stay in Japan beyond your currently authorized period of stay, you need to apply for an extension of period of stay at a Regional Immigration Services Bureau.



Necessary Documents

- Passport
- Residence Card (if you have been issued one already)
- A photograph (4 cm long × 3 cm wide, taken within three months, not required for persons under the age of 16.)
- An application form for extension of period of stay
<https://www.moj.go.jp/isa/applications/procedures/16-3-1.html>



- Documentation that specifies your planned activities in Japan etc.
https://www.moj.go.jp/isa/applications/procedures/shin_zairyu_koshin10_01.html



2-2

Change of status of residence (Change of purpose of residence)

If you want to change your purpose of residence, you need to apply for change of status of residence at a Regional Immigration Services Bureau.



Necessary Documents

- Passport
- Residence Card (If you have been issued one already)
- A photograph (4 cm long × 3 cm wide, taken within three months, not required for persons under the age of 16)
- An application form for change of status of residence
<https://www.moj.go.jp/isa/applications/procedures/16-2-1.html>



- Documentation that specifies your planned activities in Japan etc.
https://www.moj.go.jp/isa/applications/procedures/zairyu_henko10.html



2-3

Permission for permanent residence

Those who wish to reside permanently in Japan need to apply for permanent residence. If permanent residence is granted, you can engage in any activity in Japan and stay in Japan as long as you like without any restrictions. Furthermore, you do not have to carry out procedures to extend your period of stay or change your status of residence.

Necessary Documents

- Passport
- Residence Card
- A photograph (4 cm long × 3 cm wide, taken within three months, not required for those under 16 years old)
- An application form for Permanent Residence
- Other necessary documents

See the following URL for details:

<https://www.moj.go.jp/isa/applications/procedures/16-4.html>



2-4

Permission to acquire status of residence (If you gave birth to a child in Japan)

If a child is born in Japan without Japanese nationality, and wishes to continue to stay in Japan beyond 60 days after he or she is born, it is necessary to apply for permission to acquire his/her status of residence at a Regional Immigration Services Bureau within 30 days from the date of birth.

- * As a birth certificate (*Shusei todoke kisai jikou shoumeisho*, or "Certificate of Entry items in Birth Notification") and other documents (see the following for details) are required, please register a birth at an office of municipality before applying for acquisition of a status of residence at a Regional Immigration Services Bureau.

See: Chapter 4 2-1 Registration of a birth.

Necessary Documents

- Passport (if one has been issued already)
- An application form for permission to acquire status of residence
<https://www.moj.go.jp/isa/applications/procedures/16-10.html>
- Certificate of entry items in birth notification (It is available at office of municipality) or other documents that proof birth
- Documentation that specifies the child's planned activity in Japan
https://www.moj.go.jp/isa/applications/procedures/zairyu_henko10.html
- A copy of your Certificate of Residence or Certificate of entry items in Resident Register (You can get it at office of municipality)



2-5

Permission to engage in activities other than those permitted under the status of residence previously granted

If you wish to work with a status of residence that does not permit you to work (status of residence of “Student”, “Dependent” and so on), or to engage in activities other than those permitted under the status of residence previously granted, you need to apply for permission to engage in activities other than those permitted under the status of residence previously granted at a Regional Immigration Services Bureau. (See Chapter 3-1 1-1 to confirm which activities are permitted under your status of residence.)

Necessary Documents

- Passport
- Residence Card
- An Application form for permission to engage in activities other than those permitted under the status of residence previously granted
- Documents to certify the activity by which you intend to earn income or receive remuneration



See the following URL for details:

<https://www.moj.go.jp/isa/applications/procedures/16-8.html>



2-6

Notification to Regional Immigration Services Bureau

If you have one of the statuses of residence below, and if something changes regarding the organization you are affiliated with, you need to notify the Regional Immigration Services Bureau of that change.

(1) Notification of the accepting organization

Status of Residence requiring notifications	Professor, Highly-Skilled Professional (i)(c), Highly-Skilled Professional(ii) (limited to cases of engaging in the activities listed in (ii) (c)), Business Manager, Legal/ Accounting Services, Medical Services, Instructor, Intra-company Transferee, Technical Intern Training, Student or Trainee
Items to be notified	<ul style="list-style-type: none"> • Change of the name of the accepting organization • Change of the location of the accepting organization • Extinguishment of the accepting organization • Left from the accepting organization • Transfer from the accepting organization
Notification period	You are required to notify within 14 days.

See the following URL for details:

https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00014.html



(2) Notification of the organization of affiliation

Status of residence requiring notifications	Highly Skilled Professional (i)(a), Highly Skilled Professional (i)(b), Highly Skilled Professional (ii) (limited to cases of engaging in the activities listed in (ii)(a) or (b)), Researcher, Engineer/Specialist in Humanities/International Services, Nursing Care, Entertainer (limited to cases of engaging in activities based on a contract with a public or private organization in Japan), Skilled Labour, Specified Skilled Worker
Items to be notified	<ul style="list-style-type: none"> • Change of the name of the organization of affiliation • Change of the location of the organization of affiliation • Extinguishment of the organization of affiliation • Termination of the contract with the organization of affiliation • Conclusion of a contract with a new organization of affiliation
Notification Period	You are required to notify within 14 days.

See the following URL for details:

https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00015.html



(3) Notification of relationship with spouse

Status of residence requiring notifications	Dependent, Spouse of Japanese National, Spouse of Permanent Resident
Items to be notified	<ul style="list-style-type: none"> • Divorce your spouse • Bereavement of your spouse
Notification Period	You are required to notify within 14 days.

See the following URL for details:

https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00016.html



Electronic notification by internet is possible for these notifications.

See the following URL for details:

https://www.moj.go.jp/isa/publications/materials/i-ens_index.html



Key Point:**Points-based preferential immigration control and residency management treatment for highly-skilled foreign professionals**

Foreign nationals who are expected to contribute to the economic growth of Japan due to being highly skilled or talented are preferentially treated with regard to their activities and period of stay.

This is a points-based system where foreign nationals are evaluated based on their “educational background,” “business career,” “age” and so on. Foreign nationals who apply for this system at Regional Immigration Services Bureaus, and if they get 70 points or more in total, are admitted as “Highly-Skilled Professional”. They are given following preferential treatment.

- Permission for multiple activities
- Grant of the longest period of stay of 5 years
- Relaxation of requirements for grant of the permission for permanent residence concerning the period of stay in Japan and so on

See the following URL for details:

https://www.moj.go.jp/isa/publications/materials/newimmiact_3_index.html

**3****Re-entry Permission (re-enter Japan with currently admitted status of residence)**

If a foreign national in Japan wishes to temporarily leave and return to Japan within authorized period, he/she can re-enter Japan with his/her currently authorized status of residence and period of stay unchanged by using a re-entry permit.

(1) Special re-entry permission (returning to Japan within 1 year)

If the foreign nationals return to Japan within 1 year (or until the date of expiration of period of stay when the date of expiration comes earlier than 1 year from the date of departure), re-entry permission procedure at Regional Immigration Services Bureau will be exempted as long as they have Residence Card and valid Passport.

(2) Re-entry permission (returning to Japan after more than 1 year)

If the foreign nationals apply for a re-entry permit at a Regional Immigration Services Bureau nearby, they can re-enter into Japan with their currently admitted status of residence and period of stay (up to a maximum of 5 years. Or up to the date of expiration when the date of expiration comes earlier than 5 years).

See the following URL for details:

<https://www.moj.go.jp/isa/applications/procedures/16-5.html>



4

Procedures for Recognition of Refugee Status

As Japan is a member of the Convention Relating to the Status of Refugees and the Protocol Relating to the Status of Refugees, we recognize refugee status and take various protective measures for refugees defined by the Convention, etc.

4-1

Definition of Refugee

The term “Refugee” refers to those to whom Article 1 of the Convention Relating to the Status of Refugees and the Protocol Relating to the Status of Refugees applies. A refugee is defined as follows:

- A person who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his/her nationality and is unable or, owing to such fear, is unwilling to avail himself/herself of the protection of that country.

4-2

Application for Recognition of Refugee Status

- Application for recognition of refugee status is a system for those who have fled their home countries (See: 4-1) and seek protection from Japan. A foreign national residing in Japan can apply for this status. A foreign national, when he / she is recognized as a refugee, is issued a Certificate of Refugee Status, and is granted a residence status of “Long Term Resident” etc.
- A foreign national who has been recognized as a refugee, based on his/her application, will receive a refugee travel document in place of a passport.
- A foreign national recognized as a refugee and his/ her family can benefit from the Settlement Support System, which includes Japanese language education, guidance for living in Japan and job placement.

4-3

Request for Administrative Review

A foreign national who has an objection to a disposition denying recognition of refugee status may submit a request to the Minister of Justice for an administrative review.

When the Minister of Justice makes a determination on the request, the Minister must hear the opinions of the refugee examination counselors who have an academic background in law or international affairs.

See the following URL for details:

https://www.moj.go.jp/isa/applications/guide/nanmin_tetuduki.html



5 Deportation Order etc.

5-1 Major Grounds for Deportation

- Remaining in Japan after the period of stay (Please note that even a stay for just one day beyond your authorized period constitutes overstaying and subjects you to deportation.)
- Engaging activity that is not permitted under your status of residence, and receiving remuneration without permission to engage in an activity other than those permitted under the status of residence previously granted
- Receiving a certain criminal punishment

5-2 If You Are Deported

If you are deported, basically you will not be allowed to enter Japan for five or 10 years. If you are deported due to receiving a certain criminal punishment or some other particular grounds, you will not be allowed to enter Japan anymore.

5-3 Departure Order System

If all of the following requirements are met, an overstayer will be allowed to leave Japan through simple procedures without being detained.

When you leave Japan due to the departure order system, you basically will not be allowed to enter Japan for one year.

Requirements for the Departure Order System

Those subject to the departure order system need to fulfill the following requirements.

- He/she must voluntarily appear at a Regional Immigration Services Bureau with intention to leave Japan.
- He/she is not subject to deportation for any cause other than overstaying his or her authorized period of stay.
- He/she has not been punished by imprisonment with or without work for certain crimes such as theft.
- He/she has never been deported in the past.
- He/she has never left Japan due to a departure order in the past.
- It seems certain that he/she will leave Japan immediately.



5-4 Special Permission to Stay in Japan

Even when deportation procedures are taken, special permission to stay in Japan may be granted by the Minister of Justice in consideration of the situation for which the foreign national has settled down in Japan, his/her family situation, etc.

6

Contact for information about Procedures for Immigration and Residence

Regional offices of Immigration and Residence Control

Sapporo Regional Immigration Services Bureau	12-chome Odori-nishi Chuo-ku Sapporo shi 060-0042	TEL 011-261-7502
Sendai Regional Immigration Services Bureau	1-3-21 Gorin Miyagino-ku Sendai-shi 983-0842	TEL 022-256-6076 IP/ from overseas 03-5796-7234
Tokyo Regional Immigration Services Bureau	5-5-30 Konan Minato-ku Tokyo 1088255	TEL 0570-034259 IP/from overseas 03-5796-7234
Tokyo Regional Immigration Services Bureau Yotsuya Branch Government Building	Yotsuya Tower 14F, 1-6-1, Yotsuya, Shinjuku-ku, Tokyo 160-0004	TEL 0570-011000 (select number 8) IP/from overseas 03-5363-3013
	Registration Department	Notification of change in activity, contract, or marital status; notification from the organization of affiliation: TEL 03-5363-3032
	Information Processing Department	Online residence application procedures: Management of inspection records: TEL 03-5363-3039
Narita Airport Branch	1-1 Narita International Airport Second Terminal bldg.6th floor Aza-Furugome, Furugome Narita-shi Chiba 282-0004	TEL 0476-34-2222 Management and Inspection Division 0476-34-2211
Haneda Airport Branch	2-6-4 CIQ bldg. Haneda Airport Ota-ku Tokyo 1440041	TEL 03-5708-3202
Yokohama Branch	10-7 Torihama-cho, Kanazawa-ku, Yokohama Kanagawa 236-0002	TEL 0570-045259 IP/from overseas 045-769-1729
Nagoya Regional Immigration Services Bureau	5-18 Shoho-cho, Minato-ku, Nagoya, Aichi 2360002	TEL 052-559-2150
Chubu Airport Branch	1-1 CIQ bldg. CENTRAIR Tokoname-shi, Aichi 4790881	TEL 0569-38-7410
Osaka Regional Immigration Services Bureau	1-29-53 Minami-kohoku, Suminoe-ku, Osaka-shi, Osaka 559-0034	TEL 06-4703-2100
Kansai Airport Branch	Senshukukonaka 1, Tajiri-cho, Sennan-gun, Osaka 5490011	TEL 072-455-1453
Kobe Branch	29 Kaigan-dori, Chuo-ku, Kobe-shi, Hyogo 6500024	TEL 078-391-6377
Hiroshima Regional Immigration Services Bureau	2-31 Kamihatchobori, Naka-ku, Hiroshima-shi, Hiroshima 730-0012	TEL 082-221-4411
Takamatsu Regional Office of Immigration and Residence Control	1-1 Marunouchi, Takamatsu-shi, Kagawa 7600033	TEL 087-822-5852
Fukuoka Regional Immigration Services Bureau	3-5-25 Maizuru, Chuo-ku, Fukuoka-shi, Fukuoka 8100073	TEL 092-717-5420
Naha Branch	1-15-15 Higawa, Naha-shi, Okinawa 9000022	TEL 098-832-4185
Higashi Nihon Immigration Center	1766-1 Kuno-cho, Ushiku-shi, Ibaraki 3001288	TEL 029-875-1291
Omura Immigration Center	644-3 Kogashima-machi, Omura-shi, Nagasaki 8560817	TEL 0957-52-2121

Foreign Residents Support Center

Foreign Residents Support Center	Yotsuya Tower 13F, 1-6-1, Yotsuya, Shinjuku-ku, Tokyo 160-0004	TEL 0570-011000 IP/from overseas 03-5363-3013
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Information Center

Foreign Resident General Information Center	Regional Immigration Services Bureaus in Sendai, Tokyo, Yokohama(branch), Nagoya, Osaka, Kobe(branch), Hiroshima, and Fukuoka	TEL 0570-013904 (IP, PHS, from overseas 03-5796-7112)
Counselors are in:	Sapporo, Takamatsu, and Naha(branch)	

7

Information Transmission from Immigration Services Agency

7-1

Immigration Services Agency Website

The Immigration Services Agency website provides guidance on the procedures for immigration and residence, etc. The information is given in 14 languages in addition to Japanese.

Immigration Services Agency website:

<https://www.moj.go.jp/isa/index.html>



7-2

Immigration Services Agency SNS, etc.

The Immigrations Services Agency opened various types of SNS, etc. to provide guidance on new systems and transmit information that would be useful for everyday life of foreign residents.

Twitter account of Immigration Services Agency:

https://twitter.com/MOJ_IMMI



Facebook account of Immigration Services Agency:

<https://www.facebook.com/ImmigrationServicesAgency.MOJ/>



Email distribution service:

<https://www.moj.go.jp/isa/about/pr/mail-service.html>



Regional Immigration Services Bureau also provide information on their congestion status through their Twitter accounts.

List of Twitter accounts of Regional Immigration Services Bureau:

<https://www.moj.go.jp/isa/about/pr/index.html>





1

Necessary Notifications

1-1

Notification of Address

The following foreign nationals are required to notify the municipal office of their address.

Foreign nationals who need to notify

- Foreign nationals who possess Residence Cards (Mid-to- long-term residents)
- Special Permanent Residents
- Foreign nationals who have been granted permission for temporary refuge or provisional stay
- Foreign nationals who may continue to stay in Japan temporarily due to their birth, or losing their Japanese nationality

(1) If you entered Japan by receiving a new landing permission

- You need to file a moving-in notification with your municipal office within 14 days after you settled into a new address.
- Your Residence Card (or passport, if your Residence Card is to be issued later) is necessary for the notification.
- If you live in Japan with your family, you need a document that proves your family relationship by showing official documents such as a marriage certificate or a birth certificate.
- Process after moving-in notification is following;

- i. When you file a moving-in notification, your address is registered on your Residence Card at the same time.
- ii. Your Certificate of Residence is made.
 - Your name, date of birth, sex and address are recorded on it.
 - Copies of your Certificate of Residence are available to certify your residential status (for a charge).
- iii. Your municipal office notifies you your "My Number."

*My Number: A 12-digit number that identifies you for the purposes of procedures of social security, tax and disaster response.

See 2: My Number System

- iv. If you haven't applied for My Number Card, you can apply with the application form which is attached to the notification of your "My Number."

(2) When you move

- i. When you move to another municipality
 - Before moving
 - You need to file a moving-out notification with the municipal office where you lived
 - After moving
 - You need to file a moving-in notification with the municipal office where you reside within 14 days
- ii. When you change your address inside the same municipality

You need to file a change of address notification to the municipal office where you reside within 14 days after you move.
- iii. When you move to a foreign country

You need to file a moving-out notification to the municipal office where you reside before you move.



See the following URL for details:

https://www.soumu.go.jp/main_sosiki/jichi_gyousei/c-gyousei/zairyu/english/move-in_move-out.html

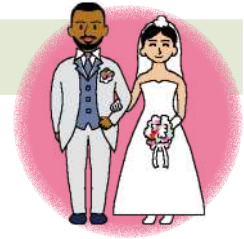


1-2

Notification of Marriage

When you marry in Japan

- You need to file your marriage notification to the municipal office.
- When it is acknowledged that you satisfy the requirements for marriage and your notification is accepted, your marriage comes into effect.



(1) Documents Required for a Marriage Registration

Japanese	A transcript of the family register
Foreign Nationals	<ul style="list-style-type: none"> • A certificate of legal capacity to contract marriage * A certificate of legal capacity to contract marriage is obtained at your embassy or (general) consulate in Japan.^(note 1) • If you submit documents written in a foreign language, such as a certificate of legal capacity to contract marriage, a Japanese translation must be attached to all of such documents.^(note 2)

(note 1) Some countries do not issue this certification. If so, you are required to submit an alternative document.

(note 2) The name of the translator has to be recorded in the translation. The applier himself/herself can be the translator.

(2) Validity of marriage in your country

Marriages that are contracted in Japan are valid in Japan, however, are not necessarily valid in your country. You should inquire regarding its validity at the embassy/ (general) consulate in Japan of your native country.

1-3 Notification of Divorce

When you divorce in Japan

- If both people who are going to divorce have agreed on the divorce, you need to file your divorce notification to the municipal office.
- Requirements differ depending on a place where you live or your nationality, and therefore, you should inquire at the municipal office for details.
- When your spouse has not agreed on the divorce, the procedure for divorce by arbitration or judicial divorce will be taken at the Family Court.

(1) Validity of divorce in your country

Divorces that are contracted in Japan are valid in Japan, however, are not necessarily valid in your country. You should inquire regarding its validity at the embassy/(general) consulate in Japan of your native country.

(2) If you are worried that your divorce notification might be submitted without your consent

If you are worried that your spouse (Japanese national) might submit your divorce notification without your consent, you can prevent your divorce from being contracted by visiting the municipal office of either your spouse's (Japanese national) permanent address or your present address and submitting an appeal for rejection of divorce notification.

1-4 Notification of Death

When a foreign national dies in Japan

- Relatives, cohabitants, etc., must notify the death.
- The notification has to be done within seven days after the date that the death became known.
- You can notify a death to the office of the municipal office where the foreign national died, or where your address is located.

(1) Documentation required for notification of death

- A death certificate or a postmortem certificate
- As for other required documents, please inquire at the municipal office where you file the notification of death.

(2) Returning of a Residence Card

The Residence Card of the deceased must be returned by one of the following ways.

- Bring the card to a Regional Immigration Services Bureau nearby.
- Send the card to the Odaiba office of the Tokyo Regional Immigration Services Bureau.

Address: 9th floor, Tokyo Port Joint Government Bldg., 2-7-11 Aomi,
Koto-ku, Tokyo 1350064
(Please write "Residence Card to be returned" on the front of the envelope.)

1-5

Seal Impression Registration

About Seal Impression Registration

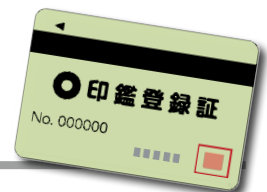
- The procedure that registers a seal (*a hanko*) at the municipal office is called a seal impression registration.
 - You may be asked to submit the certificate of a registered seal in several important occasions such as the contract of real estate.



(1) Procedures for seal impression registration

Documentation required for Seal Impression Registration

- An application form for a seal impression registration
- A seal (*a hanko*) to be registered
- An identification document of the person such as My Number Card, Residence Card, Driving License, etc.
- * After the registration, a Certificate of a Registered Seal is issued.
- * As for the details of the procedures, please ask the municipal office.

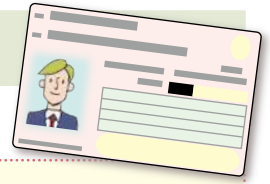


(2) Certificate of a Registered Seal

- This is a document that certifies the seal registered at your municipal office.
 - For application for the certification, you need to show your seal registration card at the municipal office.
- In some municipalities, it is possible to receive the certificate at some convenience stores by using your My Number Card.

2 My Number System

2-1 About My Number System



- A My Number is necessary such as in the following occasions.
 - i. When you receive a pension, childcare allowance or medical services
 - ii. When you make or receive overseas remittances
 - iii. When you open a bank account
- When using My Number, the following will be confirmed:
 - i. Whether the number is exactly your number
 - ii. Whether the person of the photo on the card and you are the same person. Therefore, other person cannot use your My Number.

2-2 My Number Card (Individual Number Card)

My Number Card is a card with IC chip which is necessary for convenient life in Japan.

(1) Contents

Front side: Name, Address, Date of birth, Sex, Phot of yourself facing forward
 Back side: My Number



Front side



Back side

(2) When to use

- Use it as an identity verification document
- Use it for filing an income tax online
- Use it for applying for childcare allowance or a nursery online
- Use it to get a copy of a certificate of residence at convenience stores (you can also get it on public holidays. In some municipalities, you may not be able to get a copy of a certificate of residence at convenience stores.)
- Use it as a health insurance card

Please check at which medical institution and pharmacy you can use it on the following website:

https://www.mhlw.go.jp/stf/index_16743.html



(3) How to apply for a My Number Card

You can apply for a My Number Card when you have decided your address and file a moving-in notification to the municipality (except for some municipalities).

When you apply for a My Number Card for the first time, you don't need to pay for the application.

If you weren't able to make an application for a My Number Card when you moved into the new address, you can apply with an application form which will be sent to you later by following measures.

i. Application using a smartphone

Take a photo with you facing forward with your smartphone, and apply online by using the QR code on the application form.

ii. Application using a PC

Take a photo showing you facing forward with a digital camera and apply online by using the prescribed form.

iii. Application by mail

Paste a photo facing forward on an application form, fill the necessary things of the form, and put it in the post.

iv. Application using an ID Photo Booth (you can only apply from certain booths)

Operate the touch-panel and insert coins, then present the QR code on an application form to the bar-code reader. Fill in the necessary items and send it with your photo.

v. Apply for a My Number Card at the municipality office (with some exceptions).

Fill in the necessary items on an application form and submit it to the municipal office where you live.

* If you apply for My Number Card at the counter of the municipal office, you can receive it by mail.

See the following URL for details:

<https://www.kojinbango-card.go.jp/en-kofushinse/>



(4) How to receive your My Number Card

About one month later, you will receive a postcard from the municipal office. Please collect your My Number Card by bringing the postcard and necessary documents with you to the municipal office.

See the following URL for details:

<https://www.kojinbango-card.go.jp/en-uketori/>



2-3

Notes about handling My Number Cards (Individual Number Card)

- When there is a change in any of the items listed on your My Number Card such as your name, address and so on, you need to report the matter to the municipal office where you live.
- The validity period of your My Number Card will be expired on the date of expiration of your period of stay.
- If you renew the period of your stay of residence, please renew your My Number Card at the municipal office where you live before it expires.
- * The validity period of My Number Card will not be renewed automatically even when the period of your stay was renewed.
- * You need to pay attention to the special provision period which will occur upon application for the status of residence.
 - If it is expected that the period of your stay of residence will not be renewed by the validity date of your My Number Card, you need to extend the validity date of your My Number Card for two months (special provision period).
 - After you receive a new residence card, you need to extend the validity date of your My Number Card again until the new date of expiration of the period of your stay.

See the following URL for details:

https://www.soumu.go.jp/main_sosiki/jichi_gyousei/c-gyousei/zairyu/english/basic_resident_registration_card.html



2-4

Other matters

If you need further information, please access following website.

About My Number System

<https://www.cao.go.jp/bangouseido/foreigners/index.html>



About My Number Card

<https://www.kojinbango-card.go.jp/en/>



You can also inquire by telephone.

Call Center

(Mon.-Fri 9:30-20:00 Sat. Sun. and holidays 9:30-17:30)

◎ Japanese

TEL 0120-95-0178

◎ English, Chinese, Korean, Spanish, Portuguese

TEL 0120-0178-27





1

Basic knowledge before starting work

1-1

Status of Residence

Foreign nationals are permitted to engage in activities in Japan within the scope of activities permitted by their status of residence.

Foreign nationals can be divided into the following three categories, which are determined by their possibility of getting permission to work.

Status of Residence with which people may work within a specified scope

Diplomat, Official, Professor, Artist, Religious Activities, Journalist, Highly-Skilled Professional, Business Manager, Legal/Accounting Services, Medical Services, Researcher, Instructor, Engineer/Specialist in Humanities/International Services, Intra-company Transferee, Nursing Care, Entertainer, Skilled Labour, Specified Skilled Worker, Technical Intern Training, Designated Activities (Working Holiday, Foreign Nurse and Certified Care Worker, etc., based on Economic Partnership Agreement (EPA))

Status of Residence with which people may not be permitted to work in principle

Cultural Activities, Temporary Visitor, Student, Trainee, Dependent

Status of Residence which people are permitted to work without restriction

Permanent Resident, Spouse or child of Japanese National, Spouse or child of Permanent Resident, Long-term Resident

1-2

Forms of employment

(1) Dispatched workers (dispatched employees)

- Dispatched workers work as follows:

- i. A worker enters into a labour contract with a temporary staff company (dispatching company). The dispatching company employs the worker and pays him/her.
- ii. The worker is dispatched to another company based on a worker dispatch contract.
- iii. The worker works under the directions and orders of the company receiving the dispatched worker.

- The Worker Dispatching Act sets forth detailed rules for dispatched workers to protect them.
- There are personnel who offer consultation at both dispatching companies and companies receiving dispatched workers. If a dispatched worker encounters problems at work, he/she can contact one of the persons in charge.
- The dispatching company and the company receiving dispatched workers share the responsibility, including matters pertaining to labour standards, safety and health, etc.

(2) Contract employees (employees with fixed-term employment contracts)

- Contract employees are workers who made a labour contract with a fixed contract term with their employers.
- A labour contract with a fixed contract term terminates on the expiration of the term of the contract. However, the term of contract can be re-concluded (extended) if the worker and the company agree to renew the labour contract.
- The term of contract shall be a maximum of 3 years, with exceptions in certain cases.

(3) Part-time workers

- Part-time workers are workers whose prescribed weekly working hours are shorter than that of ordinary workers (so called “regular employees”) (*).
No matter how the workers are described such as part-timers, temporary part-time workers (known as *arubaito* in Japanese), contract employees, temporary employees and associate staff members, the workers are part-time workers as long as they work under this contract.
- (*) “Weekly working hours” means the total working hours stipulated by the company's employment regulations, which start from the starting time to work to the time it ends, excluding break time.
- The various acts pertaining to labour conditions apply to part-time workers, too. Therefore if the part-time worker fulfills the required conditions, he/she
 - can take annual paid leave
 - is covered by employment insurance, health insurance and employee's pension insurance
- The company has the following obligations when they conclude a labour contract.
 - To clearly indicate working conditions to the worker
 - To issue a written document with regards to six important items(See: 1-3 (2))

In addition, in the case of part-time workers and contract employees (employees with a fixed-term employment contracts), companies must basically provide documentation to specify the availability of pay raises, bonuses, severance allowance and consultation counters which deal with the improvement of employment management.

For details, please contact Prefectural Labour Bureau's Employment Environment and Equal Employment Department (Office) or Consultation Counters on General Labor Matters.

* Please see the page by prefecture or the address list of Employment Environment and Equal Employment Departments (Offices).

<https://www.mhlw.go.jp/kouseiroudoushou/shozaiannai/roudoukyoku/index.html>



(4) A person who works upon entering into a subcontracting agreement/ contract

Principles

- In a “subcontracting” or “contract agreement”, as payment is made for the completion of a work assignment pursuant to a contract received from a client, contractors are treated as “business owners” who do not work under the instruction of a client. Therefore, a contractor cannot generally receive protection as a “worker.”

Exceptions

- However, even if you conclude a contract named as “subcontracting” or “contract agreement,” if it is judged from the actual type of working that you are a “worker” who actually receives instructions from the client, you can be protected as a “worker.”
- If it is difficult to determine if you are a “worker” or not, please contact to the Labour Standards Inspection Office.

1-3

Labour contract

(1) Range of meaning of the term “worker”

- The term “worker” refers to a person who works under the instruction and control of an employer, receives wages as compensation for the work, and is subject to the protection of certain labour laws including the Labour Standards Act.
- “Workers” include people regardless of what kind of job they are engaged in. “Workers” include not only regular employees, but also dispatched workers, contract employees and part-time workers.

(2) Specification of working conditions

- To prevent workers from starting work without fully understanding the working conditions, such as wages, working hours, etc., which possibly cause to having problems later on with their company, the Labour Standards Act (one of the laws concerning about working) in Japan stipulates that the company must clearly indicate the working conditions to the worker when they conclude a labour contract.
- With regards to the following items that are particularly important, it is required as a rule for a company to issue a written document to the worker clearly indicating such conditions (exceptionally, the conditions can be clearly indicated by a fax or an E-mail, etc. (but limited to those which can be output to create a document) to the worker, if the worker prefers to).

- i. When the contract starts and when it ends (pertaining to the term of contract)
 - * A labour contract may be entered into either with or without a fixed-term. The type of employment itself, such as regular employees, contract employees, part-time workers, temporary staff (Arubaito), etc., does not reflect whether it is a contract with a fixed-term. Therefore, it is important for an employee to confirm the term of contract, as well as the type of employment.
- ii. Provisions related to renewal of the contract, when concluding a fixed term contract (possibility of renewal, how decisions are made for renewal)
- iii. Place of work, type of job (location of work, content of work)
- iv. Schedule of work hours and rest time (the time work begins and the time work ends; whether there is overtime, rest periods, rest days/ holidays, rotation for alternative work schedules, etc.)
- v. The amount of wages, and when and how they are paid (determination, computation and payment of wages, the period of computation and the date of payment)
- vi. Terms of the end of the labour contract (including the reasons of dismissal)

- In addition, the Labour Contracts Act stipulates that the employer and the worker need to confirm details of the labour contracts as regards other matters besides those mentioned above on the documents as well as possible.

Key Point:

Prohibitions with regard to labour contracts

The Labour Standards Act also stipulates matters that an employer must not incorporate in a labour contract.

- 1) Having a penalty charge paid if a worker violates a labour contract or predetermining such amount. *This is to prohibit fixing the amount of penalties or damages in advance. Therefore, it is not prohibited for a company to claim damages actually incurred as a result of a willful or negligent act of a worker as long as the amount of such damages is not predetermined.
- 2) Loaning money as a condition for work, and unilaterally offsetting monthly wages against such monetary loans as repayment.
- 3) Forcing workers to deposit savings through the company. * It is prohibited for a company to force its employees to deposit savings regardless of the reason, even for employee welfare matters such as company trip. However, it is permitted under certain conditions for the company to take charge one part of the wages entrusted to the employer by the employees based on its own decision, regardless of the conditions of the labour contract.

Key Point:**If the working conditions as promised turned out to be different from the reality**

- If a worker notices that the working conditions as promised at the time of conclusion of the labour contract differ from the reality after starting working, he/she may immediately cancel his/her labour contract on those grounds.
- Working conditions are decided based on the labour contract concluded by the company and the worker, the employment regulations of the company, etc., and minimum standards of the conditions are stipulated by the Labour Standards Act. (The conditions which don't match with the minimum standards of conditions by the Labour Standards Act are no longer valid and substituted with the conditions stipulated by the Labour Standards Act.)
- In principle, the company cannot unilaterally change the working conditions to those unfavorable to the worker without obtaining the consent of the worker after he/she actually started working.

1-4**Wages****(1) Minimum Wage**

The Minimum Wage Act stipulates the minimum amount of wages that a company must pay.

(2) About the Minimum Wage

- This applies to all workers regardless of differences between their types of working.
- It is prohibited to conclude a contract at a lower wage than the minimum wage. Hence, even if you agreed to work at a lower wage than the minimum wage at the request of a company, such a promise is null and void under the law, and you may afterwards claim the following from the company:

Shortfall from the hourly minimum wage × number of hours worked

(3) Leave allowance**Absence from work for reasons attributable to the company**

In the event of an absence from work for reasons attributable to the company, the company must pay a leave allowance equal to at least 60 percent of the worker's average wage in order to guarantee a minimum standard of living for the worker. As long as the reasons for absence from work are attributable to the company, a certain level of salary is guaranteed to the worker.

2 Rules for working

2-1 Payment of wages

There are rules on how wages must be paid to ensure that wages are paid in full to the workers. The following four principles are established.

i. Principle of payment in currency	Principle	Wages must be paid in cash.
	Exception	If a worker agrees, a bank transfer or other means can be used. In addition, if a company and the labour union makes an agreement, payment can be made in kind (such as company goods) instead of payment in currency.
ii. Principle of direct payment	Wages must be paid directly to the worker.	
iii. Principle of payment of wages in full	Principle	Wages must be paid in full.
	Exception	Deductions stipulated by law, such as income tax and social insurance premiums, etc. Deductions of part of the wages in case where a written agreement is concluded with a labour union or a representative of a majority of the workers
iv. Principle of regular payment at least once a month	Principle	Wages must be paid at least once a month on a fixed date. ➔ For example, it is not permitted to pay two-month' wage all at once. In addition, It is not allowed not to specify the date of payment, for example, such as "from the 20th to 25th every month," or "the fourth Friday every month" in which the payment day changes within the range of a 7 days in a month.
	Exception	Extraordinary wages and bonuses

2-2 Working hours, rest periods, rest days

(1) Working hours

- Maximum working hours are stipulated by law.
- The Labour Standards Act stipulates that the maximum working hours should be 8 hours a day and 40 hours a week (legal working hours)
- If a company has its workers work overtime, the company must pay extra wages.

(2) Rest periods

A company must provide its workers during working hours, with a rest period of at least 45 minutes if the working hours per day exceed 6 hours. Moreover, if they exceed 8 hours, it is at least 60 minutes.

(3) Rest days

A company must give its workers at least 1 rest day per week, or at least 4 rest days over a period of 4 weeks (legal holiday).

(4) Obligation of making decisions on working conditions regarding dispatched workers

The worker dispatching agency shall assume responsibility for making decisions on the working conditions of dispatched workers, and the company receiving the worker dispatch service shall assume responsibility for the observation of the rules including working hours, rest periods, rest days, etc.

Key Point:

Annual paid leave

Annual paid leave is a holiday (vacation) that a worker may take during which wages are paid even though he/she is absent from work on the prescribed working days. In principle, workers can take annual paid leave whenever they want and for whatever the reason is. A worker who has been working continuously for 6 months and has reported for work on at least 80% of the total working days can take annual paid leave of 10 working days. Furthermore, as the worker's years of service increases, the number of paid holidays he/she can take annually will increase as well as long as he/she meets the condition of at least 80% of attendance at work (with an upper limit of 20 days). A company must permit holidays of 5 days by designating the season to workers who are given annual paid leave of more than 10 days.

In addition, workers such as dispatched workers and part-time workers, even though they have different types of employment from that of regular employees, shall be granted the same number of annual paid leave as regular employees, if they

- have worked continuously for six months
- have reported for work on at least 80% of all working days (*)
- have worked for at least five days a week or 217 days a year

Even in cases where they work only four days or less a week or 216 days or less a year, they shall be granted annual paid leave of the same amount as regular employees, if their prescribed working hours are at least 30 hours a week.

Workers whose prescribed working hours are four days or less a week or 216 days or less a year, and whose prescribed working hours are less than 30 hours a week, are granted annual paid leave in accordance with the prescribed number of their working days.

When the contract of an employee with a fixed-term contract is renewed, the days he/she reported for work prior to renewal of the contract will be included in the calculation if the renewal of contract makes the situation virtually the same as continuous employment.

2-3

Overtime work and work on holidays**(1) Overtime work, and work on holidays**

- A company must conclude a written agreement (hereinafter referred to as the “36 agreement”) with a labour union organized by a majority of workers, or a representative of a majority of workers if there is no union organized by a majority of workers, in case where the company wants to have workers work in the following situations.

- i. Overtime work beyond legal working hours
- ii. Work on statutory holidays

- The maximum time of overtime work is stipulated by law.
- The maximum hours are stipulated in the Labour Standards Act. In principle, these maximums are up to 45 hours a month, 360 hours a year. (In the case of any temporary and special reasons, they are up to 720 hours a year but less than 100 hours a month (including work on holidays), 80 hours over an average of multiple months (including work on holidays). Up to six months a year, working overtime for more than 45 hours is permitted.

(2) Premium

According to the 36 agreement, a company has to pay a premium for overtime work in the case the company has its workers work overtime, or on statutory holidays.

Key Point:**How to calculate the rate of premium pay for overtime**

- i. 25% or more for overtime work beyond legal working hours
 - * For overtime work exceeding legal working hours by 60 hours a month, a premium of 50% or more must be paid (small and medium-sized enterprises are granted a postponement until March 2023)
- ii. 35% or more for work on a statutory holiday (holiday work)
- iii. 25% or more for work from 10:00 pm to 5:00 am (midnight work)

* For example, in the case of overtime work beyond legal working hours, and when it is also midnight work at the same time (items i & iii), the premium pay shall be increased by 50% or more.

Premium pay shall be applied to all workers, regardless of types of employment. Therefore, the premium pay shall be paid to dispatched workers, contract employees, part-time workers and temporary workers as well.



Maternity health care, maternity leave, childcare leave / family care leave, etc.

(1) In case of pregnancy

- Pregnant women (partially including female workers who is within one year after childbirth, and in such case, hereinafter referred to as “expectant or postpartum mothers”) can apply for the following:

- Transfer to other, light activities (only during the pregnancy period)
- Keeping her working hours on legal working hours per week or per day basis (including when an irregular working hour system is adapted)(for expectant and nursing mothers)
- Exemption from overtime work, holiday work or midnight work (for expectant and nursing mothers)



*Employers have to take the following measures:

- Securing the time for receiving the health guidance and medical examinations prescribed in the Maternal and Child Health Act
- If a female worker receives instructions from a doctor or a midwife, take necessary measures such as changing her working hours or reducing her work so that she can follow the instructions

- Companies are prohibited from doing the following acts:

- Stipulating marriage, pregnancy or childbirth as a reason for the dismissal of female workers
- Dismissal of female workers due to her marriage
- Dismissal or disadvantageous treatment to female workers by reason of her pregnancy, childbirth or applying for maternity leave before and after childbirth, etc.

- * Dismissal of expectant or postpartum mothers is invalid. However, this shall not apply in the event that the company prove that the dismissal is not caused by reasons such as pregnancy or childbirth.

(2) Maternity leave

- A female worker who is pregnant is allowed to take the following holidays:

- Six weeks before the expected date of confinement on the woman's request (or 14 weeks in the case of multiple fetuses)
- Eight weeks after childbirth as the period when the employer shall not have the woman work (She may work if she has so requested after six weeks have passed since childbirth, and a doctor has accepted her working have no adverse effect on her.)

(3) Childcare leave

- Until the child becomes one year old (up to two years in certain cases), male and female workers can take childcare leave.
- Employers are prohibited to do the following (this applies to companies receiving dispatched workers)
 - i. Refusing an application for childcare leave
 - ii. Treating workers in a disadvantageous manner such as dismissal due to their application for childcare leave

(4) Family care leave

- A worker can take family care leave (Childcare and Family Care Leave Act)
 - i. This is a leave in order to provide nursing care to a family member in a condition that requires caregiving.
 - ii. Family care leave can be divided up to three times within a period not exceeding 93 days in total per each family member
- Employers are prohibited to do the following (this applies to companies receiving dispatched workers)
 - i. Refusing an application for family care leave
 - ii. Treating workers in a disadvantageous manner such as dismissal of workers due to their application for family care leave

For details, please contact Prefectural Labour Bureau's Employment Environment and Equal Employment Department (Office) or Consultation Counters on General Labor Matters.

* Please see the page by prefecture or the address list of Employment Environment and Equal Employment Departments (Offices).

<https://www.mhlw.go.jp/kouseiroudoushou/shozaiannai/roudoukyoku/index.html>



Key Point:

Allowances

- Persons who meet the conditions during childcare leave are granted childbirth allowance.
See Chapter 4 3-2
- Persons who take childcare leave and meet certain conditions are granted childcare leave allowance.
See Chapter 4 3-3
- Persons who take family care leave and meet certain conditions are granted family care leave allowance
An allowance is equal to 67% of the person's wage before the suspension of their work and it is paid up to three times per Subject Family Member, for up to 93 days.

2-5

Resignation / Dismissal**(1) Resignation**

- It is your choice to resign from a company, however, it is important to maintain some social rules when you resign.

- i. Notify your supervisor know your intention to resign before you resign
- ii. Notify the company of your resignation in written form
- iii. Handing over your jobs to your successor



- If you decide to resign, it is necessary for you to look up the resignation procedures in your company.
- If your company stipulates resignation procedures in its employment regulations, you should follow the company's rules.
- When a worker notify his/her intention to resign, the applicable laws and rules differ depending on whether his/her labour contract has a fixed-term or not.

Labour contract without a fixed term

- If a worker has entered into a labour contract without a fixed term, the labour contract will be terminated within two weeks after the worker notified his/her resignation.

Labour contract with a fixed term

- If a worker has entered into a labour contract with a fixed term, he/she cannot resign during the middle of the term of contract unless there are unavoidable circumstances. If one year has passed since the contract was entered into, the worker can resign anytime by notifying his/her resignation.
- In order to continue working after the expiration of the term of contract, it is necessary to enter into a new labour contract (to renew the labour contract) (See: 1-2 (2)). The renewal of a labour contract requires the consent of both the company and the worker.

(2) Dismissal**Dismissal**

- This is an unilateral termination of a labour contract by a company.
- If the dismissal lacks an objective, rational grounds and is deemed inappropriate under socially accepted conventions, the dismissal shall be invalid. In other words, a company cannot dismiss its workers at will.
- In addition, it is required for a company to prescribe reasons for the dismissal (circumstances that are the basis for dismissal) in its employment regulations.

- When a company wishes to dismiss a worker, the company is required to provide at least 30 days advance notice or must pay the worker the average wages for 30 days or more (dismissal notice payment) to the worker concerned except for the cases that where the company cannot continue its business because of natural disaster or other accidents, or where the reasons for dismissal were caused by the worker himself/herself.

Termination of fixed-term employment

- If a new contract is not concluded or a current labour contract is not renewed when a fixed-term employment expires, the fixed-term employment will be terminated. (See: 1-2 (2))
- The termination of a fixed-term employment is different from dismissal, in which a company terminates the labour contract unilaterally.
- A company must provide 30 days advance notice for the workers below:
 - Workers whose contract were renewed three or more times.
 - Workers who have continued to work for more than one year.
- In the following cases, a company cannot terminate a fixed-term employment without objective and rational reasons or without socially accepted conventions.
 - When a termination is recognized as dismissal because the contract has been renewed many times.
 - When a worker reasonably assumed that his/her employment would continue.
- If the company is not allowed to terminate a fixed-term employment, the labour contract with a fixed term shall be renewed under the same working conditions as before.

Key Point:

Dismissal for the purpose of restructuring

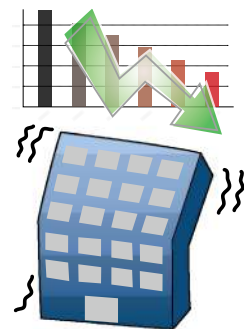
- When a company carried out workforce reduction due to a recession, business slump, etc., a dismissal in this case is referred to as a dismissal for the purposes of restructuring.
- Whether such a dismissal is valid or not is judged in the light of the following matters.
 - Necessity of workforce reduction

It must be based on needs serious enough to carry out workforce reduction measures in the light of company management such as recession, business slump, etc.
 - Efforts to avoid dismissal

Efforts must have been made to avoid dismissal through other means, such as reassignment, recruitment of those persons who would like to resign.
 - Rational choice of suitable persons subject to dismissal for the purpose of restructuring

The criteria for choosing persons subject to dismissal for the purpose of restructuring must be objective and rational, and their implementation must be fair.
 - Appropriateness of dismissal procedures

The need for dismissal and its timing, scale and method must be explained to the labour union or workers to gain their understanding.



(3) Bankruptcy of the company

A system has been established which the government pays unpaid wages on behalf of a company under the Act on Ensuring Wage Payment, in the event the company goes bankrupt and cannot pay wages to its workers.

Please consult with the Labour Standards Inspection Office in such case, as part of your unpaid wages might be paid.

(4) Employment Insurance (Basic allowance)

In case of employment

If you were covered by employment insurance and meet the conditions below, you can receive a basic allowance from employment insurance.

- Terms for being eligible to receive a basic allowance
 - i. Being an unemployed person
 - ii. A person who is capable to work and has the intention of getting a job
 - iii. A person who had worked at least 11 days per month or at least 80 working hours per month as the bases of wage payment for 12 months during the span of two years before he/she left the company.

(However, if the reason for being unemployed is the bankruptcy or other circumstances of the company, or non-renewal of a fixed-term labour contract, etc., a worker can receive the basic allowance provided he/she had worked for at least 11 days per month or at least 80 working hours per month as the bases of wage payment for 6 months during the span of one year period before he/she left the company.)

Starting time of payment

This depends on the reason of your becoming unemployed.

- i. **Dismissal due to circumstances of the company, resignation due to recommendation by the company, etc.**

When 7 days have passed in total since the person became unemployed after an application for job hunting (*1) was submitted and a certificate of unemployment was accepted at *Hello Work* (the Public Employment Security Office)

- ii. **Voluntary resignation**

When an additional 2 months (the number of voluntary resignations shall be up to twice in 5 years) (*2) have passed since 7 days had passed in total since the person became unemployed after an application for job hunting (*1) was submitted and a certificate of unemployment was accepted at *Hello Work*.

*1 Please check "(5) Job Hunting Activities" for *Hello Work* in your place of residence or job hunting activities after application for job hunting.

*2 In the case of the third or subsequent voluntary resignation in 5 years, 3 months should have passed.

- iii. **Dismissal for a serious reason that is attributed to the worker himself/herself**

When an additional 3 months have passed since 7 days had passed in total since the person became unemployed after an application for job hunting was submitted and a certificate of unemployment was accepted at *Hello Work*.

When you receive a certificate of unemployment, make sure to check and read the reasons for your resignation of the company. This is because, if it states that you resigned the company voluntarily, even when in fact you were dismissed due to company circumstances or you merely accepted a recommendation to resign by the company, you will be at a disadvantage with regard to receiving the basic allowance.

Period of payment

This depends on the reason for your unemployment and your age. It will be from 90 days to 330 days in principle.

(5) Job Hunting Activities

You will perform job hunting activities at *Hello Work* or other places in order to find your next job.

You can receive the following services from the job consulting counter at *Hello Work*, all of those are free of charge.

i. Job consultation

They provide various types of consultation for job hunting and employment. You should consult with them first about any matter.

ii. Looking for a company for which you want to work

Hello Work has job vacancy information from a lot of companies. You can check such job vacancy information on the personal computer of *Hello Work* or your smart phone.

iii. Introduction to a company for which you want to work

If you find a company for which you want to work, you should visit the counter at *Hello Work*. A staff will give you advice on important points of the company or job hunting. He/she will also hand you an "Introduction Letter" so that you can have an employment screening interview.

iv. Support for job searching

Hello Work also provides correction guidance for application documents such as a personal history or resume, advice on interview etiquette and attitude, a mock interview, and various seminars



Please visit the following website to check *Hello Work* in your place of residence:

<https://www.mhlw.go.jp/content/000637894.pdf>



Interpreters are available at certain branches.

<https://www.mhlw.go.jp/content/000592865.pdf>



If you cannot visit *Hello Work*, you can make a phone call to *Hello Work* in foreign languages.

<https://www.mhlw.go.jp/content/000673000.pdf>



“Checklist for Using Hello Work for Foreign Nationals” explains matters described in 2-5 in detail:

<https://www.mhlw.go.jp/content/000678121.pdf>



For consultation about working conditions (wages, dismissal), etc., please visit the following website:

<https://www.check-roudou.mhlw.go.jp/soudan/foreigner.html>



If there is any term relating to labor or social insurance of which meaning you don't understand, you can check it with the “Multilanguage Useful Glossary for Employment Management.”

https://www.mhlw.go.jp/seisakunitsuite/bunya/koyou_roudou/koyou/jigyounushi/tagengoyougosyu/index.html



3

Health and security

3-1

Healthy and safety working environment

The Industrial Safety and Health Act is a law to ensure health and safety for workers. Companies are obliged to take necessary measures to protect workers from work-related accidents and illnesses.

(1) Contents of the Industrial Safety and Health Act

Companies have the following obligations:

- Take necessary measures to prevent dangers due to machines, instruments and other equipment.
- Conduct an annual health checkups when a company recruits workers or after their recruitment. (Workers have to receive a health checkups.)
- Conduct a stress checkup on workers and take necessary measures on job such as changing their work according to the results of the checkup.
- (Companies with less than 50 workers are obliged to strive to do the above.)
- Grasp the workers' working hours objectively from the viewpoint of health management.
- Have the workers see a doctor for counseling and take necessary measures such as changing their work in case the workers are fatigued because of long working hours.

(2) Health checkups, etc.

Under the Industrial Safety and Health Act, not only regular employees but also dispatched workers, contract employees, and part-time employees are eligible for health checkups and stress checks, if they meet the following two conditions:

- Being employed with a contract without a fixed term (in case of a worker with a fixed-term contract, the worker must be expected to be employed for at least one year, or have been employed at least one year by renewal of the contract)
- Working for three-quarters or more of the prescribed working hours of regular workers engaged in the same type of job at the place of business per week.

(3) Face-to-face guidance by physicians

Under the Industrial Safety and Health Act, not only regular employees but also dispatched workers, contract employees, and part-time employees are eligible for face-to-face guidance by physicians, if they meet the following condition:

- Having performed overtime work or holiday work for over 80 hours a month, and being recognized to be suffering from fatigue (if they submit a request). However, those who meet the following conditions are eligible for face-to-face guidance by physicians without submitting a request:

- i. R&D workers who worked overtime or on holidays for 100 hours or more per month
- ii. Workers under the highly skilled professional system whose health management hours (the total of hours spent in the workplace and working hours outside the workplace) per week exceed 40 hours, where the excess hours per week have accumulated to more than 100 hours per month

Please visit the following website for consultation about workplace health and safety:

FRESC (Foreign Residents Support Center) Safety and Health Management Consultation Team

<https://www.toukiren.or.jp/fresc/>



3-2

Compensation for injuries or illnesses due to work (Industrial Accident Compensation Insurance)

Workers are compensated by Industrial Accident Compensation Insurance if they incur an injury or illness due to their work.

(1) Procedure for applying for the Industrial Accident Compensation Insurance

- If you receive treatment at a hospital designated by the Industrial Accident Compensation Insurance, the treatment cost will usually be free (if you go to a hospital that is not designated, you must pay the cost initially, but you can be reimbursed by submitting a request to the Labour Standards Inspection Office).
- If you have to take a day off from work, you can receive compensation for absence from work (the business owner will pay 60% of the average wage until the third day of leave, and 80% of the amount equivalent to the average wage will be covered by the Industrial Accident Compensation Insurance from the fourth day).
- If a worker dies, Benefits (compensation), etc. for the Surviving Family will be provided to the bereaved family.
- It is prohibited for a company to fire a worker during a period he/she is away from work, and 30 days thereafter, for treatment of an injury or illness due to an employment accident.

(2) Other reminders

- Industrial Accident Compensation Insurance covers not only injuries and illnesses at work, but also injuries, etc., incurred while commuting.
- Mental disorders such as depression due to causes such as long working hours are also covered by Industrial Accident Compensation Insurance.
- Even when you develop a disease caused by work in Japan after return to your home country, it is covered by the Industrial Accident Compensation Insurance.
- You cannot use health insurance if the injury or illness was caused by work
- If any issues arise concerning injuries, etc., incurred during work or commuting, please consult the Labour Standards Inspection Office.
- Industrial Accident Compensation Insurance applies not only to regular employees but also to dispatched workers, contract employees, and part-time employees.
- Basically, a company that employs even one worker is required to join the Industrial Accident Compensation Insurance and pay the entire insurance premium.

Details of the Industrial Accident Compensation Insurance benefits are posted on the following website.

<https://www.mhlw.go.jp/new-info/kobetu/roudou/gyousei/rousai/gaikoku-pamphlet.html>



3-3

Prohibition of discrimination on the basis of sex**(1) While seeking employment**

- With regard to the recruitment and employment of workers, employers are prohibited from discriminating against workers on the basis of sex.

(2) After employment

- Employers are prohibited from discriminating against workers on the basis of sex, with regard to the following matters:

- i. Assignment, promotion, demotion, and training of workers;
- ii. Welfare (fringe benefits as provided by ordinance of the Ministry of Health, Labour and Welfare)
- iii. Changes in type of job or employment status
- iv. Encouragement of retirement, mandatory retirement age, dismissal, and renewal of the labour contract

- Employers are prohibited from using the fact that a worker is a woman as a basis for engaging in differential treatment in comparison to men with respect to wages.

For details, please contact Prefectural Labour Bureau's Employment Environment and Equal Employment Department (Office) or Consultation Counters on General Labor Matters.

- * Please see the page by prefecture or the address list of Employment Environment and Equal Employment Departments (Offices).

<https://www.mhlw.go.jp/kouseiroudoushou/shozaiannai/roudoukyoku/index.html>



3-4

Harassment prevention measures

Employers are required to take necessary measures, including developing necessary systems, to give advice to workers and cope with the problems of workers, so that the working conditions of workers will not be harmed by reason of the following types of harassment; (iv. Power harassment is an obligation to make efforts for small and medium-sized enterprises until March 31, 2022.)

- i. Sexual harassment;
- ii. Maternity harassment;
- iii. Harassment regarding childcare leave, etc.; and
- iv. Power harassment (*)



(*) Harming the workplace environment by behavior that goes beyond the level needed for business with taking advantage of superior positions in a relationship as background.

For details, please contact Prefectural Labour Bureau's Employment Environment and Equal Employment Department (Office) or Consultation Counters on General Labor Matters.

* Please see the page by prefecture or the address list of Employment Environment and Equal Employment Departments (Offices).

<https://www.mhlw.go.jp/kouseiroudoushou/shozaiannai/roudoukyoku/index.html>



3-5

Guidelines for Employment Management of Foreign Workers

- For foreign workers who are currently working in Japan in various specialized/technical fields as well as those wishing to work in Japan in the future, it is necessary to improve an environment where they can be ensured fair treatment and safely exercise their abilities effectively.
- The “Guidelines for Employers to Improve the Management of Employment of Foreign Workers” (the “Guidelines for Employment Management of Foreign Workers”) sets out the rules for employers to take appropriate measures to improve employment management and re-employment support for foreign workers.
- *Hello Work* provides advice and guidance based on the Guidelines for Employment Management of Foreign Workers when it visits business establishments employing foreign workers.

Guidelines for Employment Management of Foreign Workers

<https://www.mhlw.go.jp/content/000601382.pdf>



Pamphlet concerning the rules for employing foreign workers

<https://www.mhlw.go.jp/content/000603552.pdf>



4

Social Insurance and Labour Insurance

Social insurance and labour insurance are systems in which money (insurance premiums) are publicly collect from workers and/or companies and provide to workers when they encounter events such as loss of employment, injury, and death, so that workers can prepare for various life risks.

4-1

Health insurance / National health insurance

Health insurance / National health insurance (Refer to Subsections 2-1 and 2-2 in Section 2 of Chapter 6) provide necessary medical benefits or allowances to workers in cases where workers or their family have matters of such as the following:

- i. When they have an injury or illness,
- ii. When they have given birth, or
- iii. When they died.



4-2

National pension / employees' pension insurance

National pension and employees' pension insurance (refer to Subsections 1-1 and 1-2 in Section 1 of Chapter 7) provide insurance benefits to workers for a lifetime in case they reach old age, suffer from physical disability, or die.

4-3

Long-term care insurance

Long-term care insurance is a system to support elderly and other people who need long-term care by society as a whole.

Refer to Section 2 of Chapter 7, Long-Term Care Insurance.

4-4 Employment insurance

The employment insurance system (refer to Subsection 2-5, (4)) provides unemployment benefits, etc., to unemployed workers to ensure their living and promote their employment.

(1) Persons eligible for employment insurance

- i. In principle, persons who fall under the followings are eligible for employment insurance.
 - Workers who have prescribed working hours of 20 hours or more per week; and
 - Workers who are expected to be employed at least 31 days.
- ii. Persons who are considered eligible based on i) are eligible for employment insurance regardless of the size of the business establishment.
- iii. Persons who are considered eligible based on i) are eligible for employment insurance whether they are dispatched workers, contract employees, or part-time workers.

(2) Payment of premiums

- i. The company has the responsibility of enrolling its workers in the employment insurance system.
- ii. The payment of premiums is shared by both the workers and the company.

Employment insurance

https://www.hellowork.mhlw.go.jp/insurance/insurance_summary.html



4-5 Industrial Accident Compensation Insurance

Industrial Accident Compensation Insurance (refer to 3-2) is a public system in which the government provides necessary insurance benefits in the following cases;

- i. Where workers incurred injury, illness or death due to their job (employment accidents); and
- ii. Injury, illness, or death of workers who are employed by multiple companies, etc. (accidents due to multiple job causes)
- iii. Where workers incurred accidents on their way to work (commuting accidents).



1

Procedures Related to Pregnancy

1-1

Notification of pregnancy and issuance of a maternal and child health handbook (boshi kenko techo)

- Once you learn of your pregnancy, report it to your local municipal office as soon as possible.
- The office will provide the following to those who report their pregnancy:

- i. A maternal and child health book (boshi kenko techo)
- ii. Tickets for receiving subsidized prenatal checkups
- iii. Consultation with public health nurses and other professionals
- iv. Information on parental classes (for mothers and fathers)

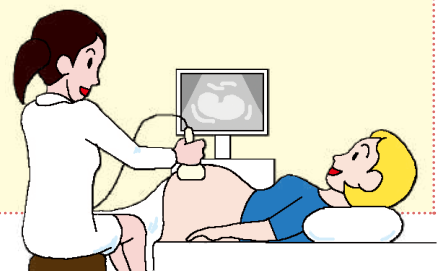
- * The maternal and child health handbook records the entire health history of the mother from pregnancy to birth, and of the child from infancy to early childhood, while providing guidance for the parents or guardians on childrearing. It is designed to allow parents or guardians to make notes of and manage information, and to enable healthcare professionals to make notes of and view information.

1-2

Prenatal health checkups

- During pregnancy, you must take even greater care of your health than usual.
Please receive regular prenatal checkups and manage your health according to the advice of doctors, midwives, and other healthcare professionals.
- It is best to receive prenatal health checkups with the following frequency:

- i. Once every four weeks from early pregnancy until week 23;
- ii. Once every two weeks from week 24 to week 35;
and
- iii. Once a week from week 36 until childbirth.



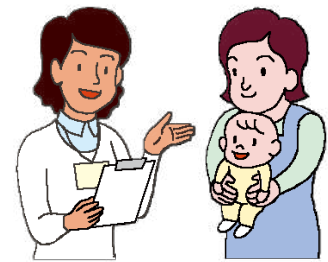
1-3

Home visits by a public health nurse, midwife, or other healthcare professional

A public health nurse, midwife, or other healthcare professional will visit you at your home to provide you with help and guidance on the following matters;

- i. Guidance on home life or meals;
- ii. Consultations about uncertainties or concerns you may have about pregnancy and childbirth; and
- iii. Consultations concerning caring for an infant.

* There is no fee for these visits. For details, please contact your local municipal office.



1-4

Parental classes (for mothers and fathers)

The municipality holds parental classes on pregnancy, childbirth, parenting, nutrition, and other relevant topics. These classes are also an opportunity to meet and talk with other expecting parents.



2

Procedures after Birth

2-1

Notification of birth

If you gave birth to a child in Japan

- A notification of birth must be submitted by the mother or father.
- This notification must be submitted within 14 days of birth.
- Submit the notification of birth to the municipality where your child was born or the municipality of the person submitting the notification.

**(1) Documents required for notification of birth**

- Birth certificate
- For other necessary documents, contact the municipality to which you are submitting the notification.

(2) Other procedures

If a status of residence is not obtained for the child within 60 days of birth, the residence certificate may be deleted, and the child may not be able to receive administrative services such as national health insurance and child care allowance. For details, refer to Chapter 1, 2-4, "Acquisition of status of residence."

2-2

Notification of the childbirth to home countries

If neither of the parents have Japanese nationality, your child cannot obtain Japanese nationality even if he or she is born in Japan. In such a case, it is necessary to perform the procedure to report the birth of the child to your home country. For details, please contact the embassy or consulate (general) of the father's or mother's country in Japan.

In addition, acquire a passport for your child.



3

Childbirth Expenses and Allowances

As pregnancy and childbirth are not illnesses, they are not generally covered by health insurance.

C-sections and other surgical procedures are covered by health insurance as exceptions.

3-1

Lump-sum allowance for childbirth

This is a system for paying out 420,000 yen to cover the expenses for delivery when the mother is enrolled in health insurance or the national health insurance. However, if the delivery is not covered by the Japan Obstetric Compensation System for Cerebral Palsy, such as when the duration of pregnancy is less than 22 weeks, the amount paid is 404,000 yen.

There are two types of payment in this system.

(1) Direct payment

With this method, the medical institution requests and receives the lump-sum allowance for childbirth on the mother's behalf. As the lump-sum allowance is paid directly to the medical institution, you do not have to pay the full amount of the childbirth expenses at the payment counter when leaving the hospital.

(2) Proxy recipient

With this method, when requesting the lump-sum allowance for childbirth from the Health Insurance Association or other association you are enrolled in, you can entrust medical institution where your child will be born to receive the allowance so that the lump-sum allowance is paid directly to the medical institution.

3-2

Childbirth allowance

If you are enrolled in health insurance yourself and must take a leave of absence from work without pay, you will be eligible to receive a childbirth allowance for the duration you were absent within the period starting 42 days before birth (the due date) (98 days for multiple births) and ending 56 days after birth. In principle, you are eligible to receive the amount equivalent to two thirds of your wages per day as childbirth allowance during your maternity leave from your health insurance. However, if you receive wages from the company you work for during your leave, and the amount you receive from the company is greater than the childbirth allowance amount, you are not eligible to receive the childbirth allowance.

The date of birth is included in the period prior to the date when the child is born. If the actual date of birth is later than the due date, you will be also eligible to receive a childbirth allowance for the delayed period.

3-3 Childcare leave benefits

(1) Provision during childcare leave

If you are enrolled in employment insurance and take childcare leave to care for a child who is less than one year of age (one year and two months if certain conditions are met or one year and six months or two years if certain other conditions are met) and meet the following conditions, you will be eligible to receive childcare leave benefits by applying for the benefit at Hello Work, in principle. (For the first six months, you will receive the amount equivalent to 67% of your wages prior to the start of the leave. After that, you will receive 50% of your wages prior to the start of the leave.)

- Conditions for receiving the benefits

- You have worked more than 11 days per month or more than 80 working hours per month as the bases of wage payment for 12 months or more during the two years prior to the start date of your childcare leave.
- You meet certain conditions such as your wages during childcare leave drop to less than 80% of the wages you made when starting your leave.

(2) In the case of a temporary worker (employee with a fixed-term contract)

A temporary worker (an employee with a fixed-term contract) must satisfy all of the following conditions at the start of the childcare leave, in addition to the conditions above:

- Employed by the same company (same business owner) for more than one year
- It is unclear that the employment contract will end before his/her child turns one year and six months old (two years old if the childcare leave starts after the child is one year and six months old due to reasons such as the child being unable to enter daycare).



3-4 Child allowance

The child allowance is paid to ensure a stable home environment and the healthy development of the children.

This allowance is paid when the child and the person raising the child are both living in Japan.

(1) Eligibility

Person raising a child until the first March 31st after their 15th birthday

(2) How to receive the child allowance

- Submit an application for the allowance to your local municipality.
- In principle, the allowance is paid starting from the month following the month in which the application is submitted.
- You need to submit the new application when a new child is born or when you move to another municipality

(3) Amount

Age of child	Amount of child allowance (monthly amount per child)
Under 3	15,000 yen
From 3 years until the first March 31st after their 12th birthday	10,000 yen (15,000 yen for the third and subsequent children)
From the first March 31st after their 12th birthday until the first March 31st after their 15th birthday	10,000 yen

* If the income of the person raising the child is at or above income threshold, 5,000 yen a month (5,000 or 0 yen a month from June 2022 onward) is paid.

* "Third and subsequent children" means the third child and subsequent children among the children who have not reached the first March 31st after their 18th birthday and are being raised.

(4) Payment timing

As a rule, child allowance is paid altogether once in 4 months (June, October, and February).

4

Parenting

4-1

Checkup of infants

Your municipality provides the following health checkups for free:

- 18-month-old checkup
- 3-year-old checkup
- Depending on the municipality, checkups may be provided for infants of other ages.
- * Checkups include tests of development, height and weight measurement, and parenting consultations. For details, contact your local municipality.

4-2

Vaccinations

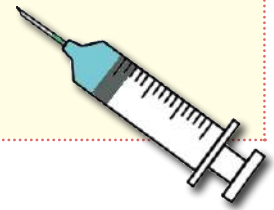
There are some illnesses that can be immunized against with vaccinations. There are two types of vaccinations.

i. Vaccinations recommended by the municipality

These vaccinations may be provided for free. For details, contact your local municipality.

ii. Voluntary vaccinations available by request

For these vaccinations, you will pay out-of-pocket.
Consult your doctor before giving your child vaccinations.



4-3

Medical expenses for children

If you are enrolled in a health insurance, you pay 20% of the medical expenses for children up to age six prior to the start of elementary school.

Depending on your local municipality, medical expenses may be free until the end of elementary school or additional aid may be provided.

4-4

Facilities for preschool-aged children

- There are different types of facilities for children up to age six prior to the start of elementary school, such as daycare centers, kindergartens, and centers for early childhood education and care.
- Fees for daycare centers, kindergartens, centers for early childhood education and care, are free for all children aged 3 to 5.

(1) Day care center (Hoikujo)

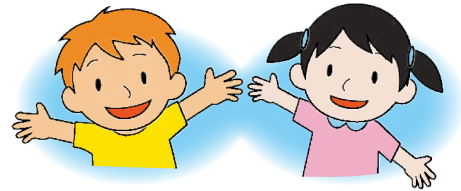
- These facilities care for children in lieu of parents and guardians who are unable to provide care at home for work or other reasons.
- Regular daycare services are eight hours a day, and some daycares also offer after-hours services such as evening and holiday daycare services.
- Some day care centers offer hourly care services in which children can be left there on an hourly basis in the event of urgent business or a short-term part-time job, for example.

Key Point:

Non-registered daycare facilities

This is the general term for facilities that care for children and that have not been approved according to the Child Welfare Act. The following are examples of non-registered daycare facilities:

- Non-registered daycares (Muninka hoikujo)
- Daycares for customers at department stores
- Day nurseries (Takujisho)
- Baby hotels
- Baby sitters



(2) Kindergarten (Yochien)

- Kindergartens are school for children from age three until they start elementary school.
- The standard time for education is four hours a day, but childcare services is available at some kindergartens until evening or night, or from early morning, depending on the circumstances of parents and guardians such as working.
- Kindergartens focus on a children's voluntary activity and play, unlike education after elementary school.
- Some kindergartens also offer consultation services related to child-rearing for parents and guardians in the local community or open their schoolyard to the public.

(3) Center for Early Childhood Education and Care (Nintei Kodomoen)

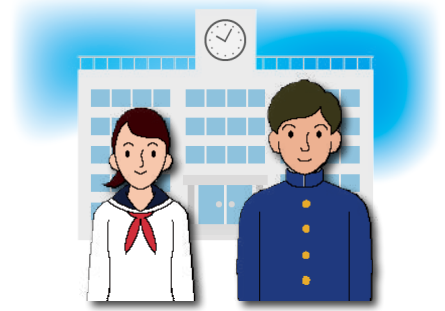
- Centers for early childhood education and care combine the functions of both kindergartens and daycares.
- Centers for early childhood education and care can be used regardless of whether parents/guardians work or not.
- They also have other functions for all households with children such as consultation activities to help with the anxiety of parenting and providing a place where parents and children to get together.

4-5 After-school Children's club (Hokagojido-club)

- For elementary school children whose parents or guardians are not at home during the daytime for work or other reasons, after-school children's clubs are available.
- In these clubs, after-school care workers are staffed to offer an appropriate place for playing and spending time after classes.
- In addition to after-school children's clubs, some municipalities also offer after-school children's classes that include different types of learning and interactive activities for all elementary school children.

4-6 Family Support Center

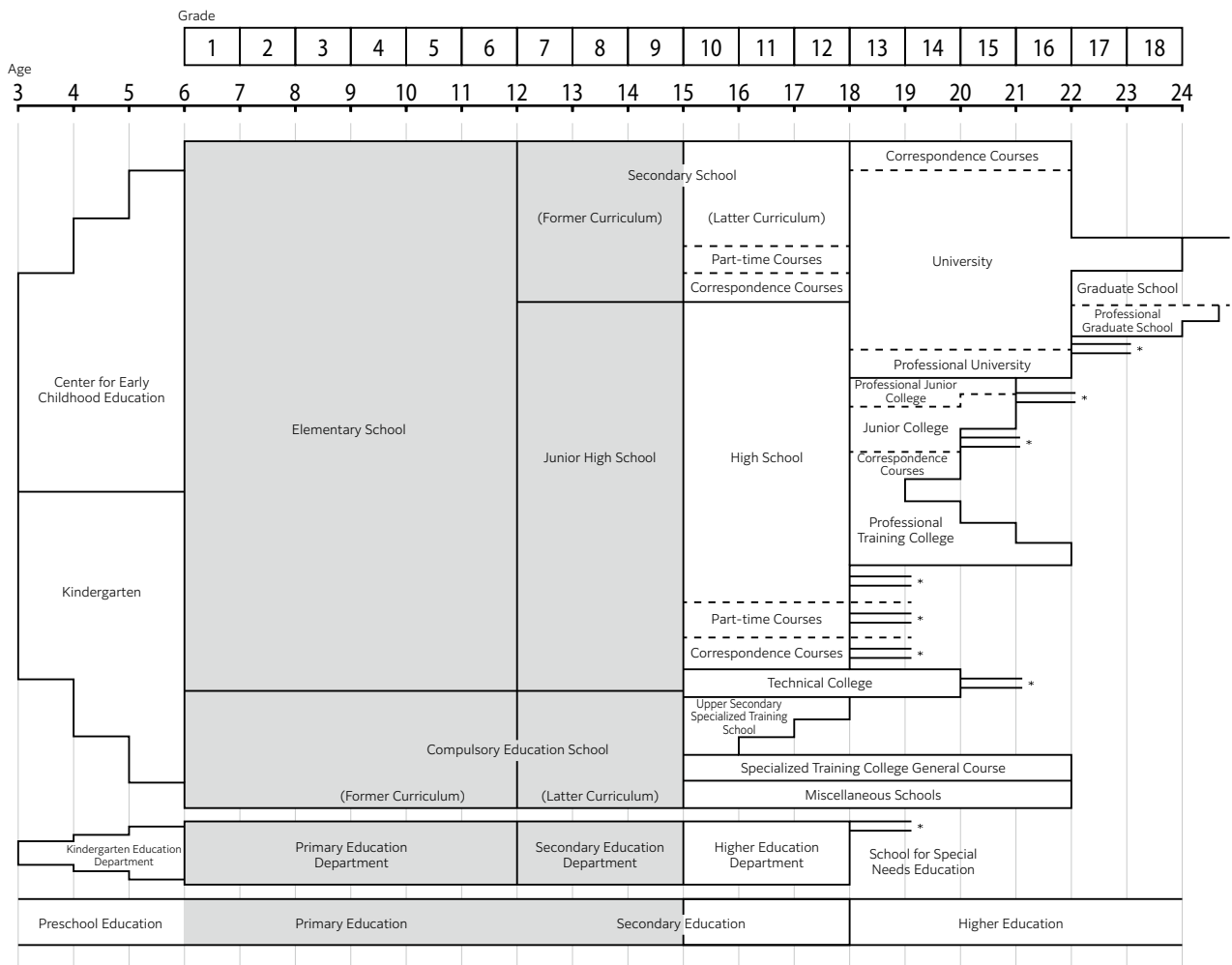
- The Family Support Center is an organization that consists of the members described below. The Center acts as a go-between to help members support each other.
 - i. Parents who need assistance in watching infants or elementary school children
 - ii. People who want to provide assistance
- Examples of support are as follows.
 - i. Taking children to and from daycare facilities
 - ii. Watching children after daycare facility hours or after school
 - iii. Watching children while parents or guardians go grocery shopping or run other errands
- The procedure for using such support is as follows.
 - i. Contact the nearest local Family Support Center, and register to become a member.
 - ii. Apply for use of the support.
 - iii. A Family Support Center advisor introduces you to a member who will provide you with assistance and acts as a go-between for you and that person.
 - iv. Pay a fee to the person who provided assistance after the assistance.



1 Education system in Japan

The Japanese education system is generally called the “6-3-3-4-year system” and consists of six years of elementary education, three years of junior high education, three years of high school education and four years of college education. Education is compulsory in elementary schools and junior high schools. Preprimary education is given at kindergartens etc.

Diagram of the school system in Japan



- Notes: (1) The gray sections are compulsory education.
 (2) Asterisks denote specialist education.
 (3) For a special course with a minimum term of study of one year can be placed in high schools, latter curriculum of secondary schools, universities, junior colleges, and higher education departments of schools for special needs education.
 (4) Centers for early childhood education are both schools and child welfare facilities and children aged 0 to 2 years can also enroll.
 (5) There are no uniform specifications for age and enrollment requirements for specialized training college general courses and miscellaneous schools.

1-1

Elementary and junior high school**Enrollment in a public elementary and/or junior high school**

- Parents or guardians have an obligation to send their Japanese children aged from six to 15 to elementary and junior high school.
- Foreign children can be accepted by Japanese national or public* elementary and junior high school. Tuition and textbooks are free of charge.
 - * At private elementary and junior high schools, textbooks are free of charge.
- Tell your local municipal office that you wish to send your children to Japanese public school.
- Visit an appointed school with required documents and the Enrollment Permit for International Students issued by the municipal office.
- In Japan, besides elementary and junior high schools, there are compulsory education schools which provide compulsory education comprising grade one through nine, and special schools for physically and/or mentally-challenged children.
(See 1-4 for Night Junior High School.)

1-2

High school

- High schools are for those who have graduated from junior high school and wish to continue their studies. To get enrolled in high school you have to take an entrance exam and pass it, as a general rule.
- High schools are categorized into schools offering full-time courses, part-time courses and correspondence courses.
- High school graduates are entitled to apply to university.

1-3

Schools for foreign students

- Besides elementary, junior high and high schools, there are various types of educational institutes for foreign students, and the facilities aimed exclusively at educating foreign children are called "schools for foreign students."
- Each school has different background of cultures, ethnicities, languages, curriculums and post-graduate paths, so you should choose one suitable for your children. (Enrollment qualifications for those who have graduated from schools for foreign students can be found in 1-7 Higher educational institutes (colleges and universities).)

The below is a website for persons related to schools for foreign students:

https://www.mext.go.jp/a_menu/kokusai/gaikoku/index.htm



1-4

Evening Class at Public Junior High School

- In Japan, there are evening classes at public junior high school for those have not completed their compulsory education either in Japan or in their home country.
- 30 cities in 12 prefectures across Japan have 36 evening classes at public junior high schools (as of April 2021) and they accept those who have not graduated from junior high school for any reason.
- If you wish to get enrolled in evening classes at public junior high school near you, contact your local Board of Education.

Japanese Government Public Relations Online: To those who could not have an opportunity to study in junior high school for various reasons; Do you know "evening classes"?

<https://www.gov-online.go.jp/useful/article/201601/1.html>



1-5

Lower Secondary School Equivalency Examination

- Those who have not graduated from junior high school in Japan can take this test.
- The test is held once a year.
- By passing the test, you will be qualified to take an entrance exam for Japanese high schools.

1-6

Upper Secondary School Equivalency Examination

- Those who have not graduated from high school can take this test.
- The test is held twice a year.
- If you pass it, you will be entitled for the following:

- To take an entrance exams for colleges/universities, junior colleges or professional training colleges in Japan.
- To take tests for employment or qualifications which entitles people who have graduated from high schools.

Outline (in English):

https://www.mext.go.jp/component/a_menu/education/detail/__icsFiles/afieldfile/2019/05/13/1291562_02.pdf



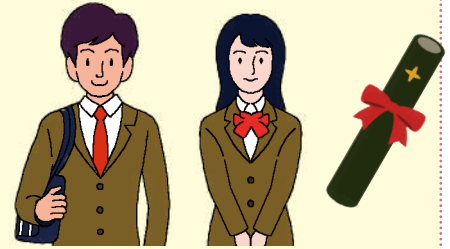
1-7

Higher educational institutes (colleges and universities)

Admission to college and university

- Those who have graduated from high schools, middle schools or an accredited international schools in Japan (http://www.mext.go.jp/a_menu/koutou/shikaku/07111314/003.htm) are entitled to apply for the following:

- Colleges and universities
- Professional and vocational universities
- Junior colleges
- Professional and vocational Junior colleges
- Professional training colleges
(post-secondary course of specialized training colleges), etc.



- Those who have obtained one of the following certificates will also be qualified to apply for the above-mentioned educational institutes:

- International Baccalaureate
- Abitur
- Baccalaureate
- General Certificate of Education, Advanced-Level

(See a list of accredited international Baccalaureate schools in Japan:
<https://ibconsortium.mext.go.jp/ib-japan/authorization/>)



- Those who have completed their 12-year education and graduated from an educational institute that is certified by any of the following groups are also entitled to apply for the above-mentioned educational institutes:

- WASC (The Western Association of Schools and Colleges)
- CIS (Council of International Schools)
- ACSI (Association of Christian Schools International)

Other institutes for higher education

- There are other institutes for higher education in Japan as follows and each has its own application requisites:

- Graduate schools mainly for postgraduates
- Professional and vocational universities mainly for postgraduates
- Colleges of Technology mainly for junior-high graduates

1-8

Entrance exam to higher educational institutes

- To get enrolled in a higher education institute, you have to pass an entrance exam or document screening.
- Some institutes offer special assessments for foreign applicants.
- The Examination for Japanese University Admission for International Students (EJU), operated by the Japan Student Services Organization, is employed by many colleges and universities as a special evaluation reference for international students.

The below is a website for foreign nationals:

<https://www.jasso.go.jp/en/ryugaku/eju/index.html>



2

Financial support for the education costs

2-1

Financial support for elementary and junior high students

- There is a system that offers assistance for the expense of school supplies such as uniforms, school bags, stationery and school lunches.
- Low-income parents whose children go to elementary or junior high school are eligible for this assistance.
- The requirements for the assistance and the amount to be paid vary on the municipality in which the applicant resides.

For further information on this system, please visit:

https://www.mext.go.jp/a_menu/shotou/career/05010502/017.htm



2-2

High School Tuition Support Fund

- High-school students whose annual household income is less than 9,100,000 yen, can receive financial aid to cover the expense of high school tuition.
- Students who go to national or public high school are eligible to receive financial aid equal to the amount of the tuition.
- The amount of the aid for private high-school students varies depending on their household income.
- In order to receive the aid, an application form must be submitted.
- Details will be announced by the school you attend.



For further information on this system, please visit:

https://www.mext.go.jp/a_menu/shotou/mushouka/1342674.htm



If you want to read it in English:

https://www.mext.go.jp/a_menu/shotou/mushouka/__icsFiles/afieldfile/2020/04/30/100014428_2.pdf



2-3

High School Supplemental Scholarship Fund

- Low-income parents whose children go to high school can receive benefits to cover the expense other than tuition fees, such as the expense of textbooks and school supplies.
- The amount of the benefits differs in the kind of schools students attend.
- In order to receive the benefits, you have to apply for an application form must be submitted.
- Details will be announced by the school your child attends.

For further information on this system, please visit:

https://www.mext.go.jp/a_menu/shotou/mushouka/1344089.htm



If you want to read in English:

https://www.mext.go.jp/a_menu/shotou/mushouka/20210128-mxt_shuugaku_1344089_3.pdf



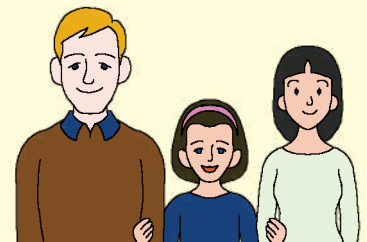
2-4

Scholarship for undergraduate and postgraduate students

- Scholarships are provided by the Japanese government, local governments and private foundations.
- National scholarships consist of two types:
 - Grant type: you do not need to pay it back
 - Student loan type: you have to repay it after graduation
- * Some student-loan type scholarships have interest charges while others don't.
- Those who continue with higher education and have one of the following status of residence are eligible for the scholarships offered by the Japanese government:



- Special Permanent Resident
- Permanent Resident
- Spouse or child of Japanese national
- Spouse or child of Permanent Resident
- Long-Term Resident (who intend to live in Japan permanently)



- There are also grant-type scholarships for those whose status of residence is "Student" and have satisfied the academic requirements.

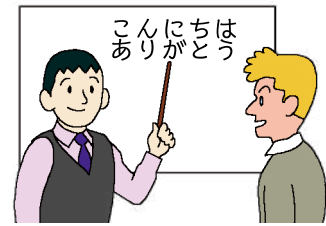
The below is a website for foreign nationals:

https://www.jasso.go.jp/en/ryugaku/scholarship_j/shoreihi/index.html



3 Learning Japanese

Knowing Japanese will make your life easier in Japan. You can get to know others and make friends with them. They may help you when you need any help. You may be able to fulfill your dreams. In order to be yourself in Japan, it is strongly recommended that you keep studying Japanese.



3-1 About the Japanese language

- Japanese language uses five types of characters: hiragana, katakana, kanji, and English letters (romaji) and numbers. Both Hiragana and Katakana have 46 characters each and those written in smaller versions (four characters for Hiragana and nine characters for Katakana). The special symbols ` ° — are also used.
- Kanji are helpful once you memorize them. Some may look complicated. Start by learning the simple ones.
- Learn about romaji as well, which is often used when you type or text for mails and social media
- If you live in Japan, it is very important to know the names of local places and streets by reading and writing characters such as Kanji. Japanese also has many dialects and they have an important role in your community life. You can learn these dialects at Japanese classes in your area and through communication with local residents.
- There are forms of polite speech in Japanese. It would be better if you become able to use polite Japanese depending on who you are speaking to.

3-2 Reference Framework for Japanese Language Education

- “Reference Framework for Japanese Language Education” was newly established in 2021 to make learning Japanese easier for you, with reference to CEFR (Common European Framework of Reference for Languages; Learning, teaching, assessment).
- This describes learning contents and action targets according to six levels of Japanese language (A1 to C2) and Japanese language proficiency (“listening,” “reading,” “speaking (interaction),” “speaking (expression),” and “writing”).
- Please use it as a reference to check your Japanese language level and to study setting the next goal.

C2	Can understand with ease virtually everything heard or read. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.
C1	Can understand a wide range of demanding, longer texts, and recognize implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes.
B2	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialization. Can interact with a degree of fluency and spontaneity that makes regular interaction with proficient speakers of Japanese quite possible without strain for either party.
B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can produce simple connected text on topics which are familiar or of personal interest.
A2	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
A1	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

3-3**Where to learn**

By attending Japanese classes, you can not only study the language, but also exchange information and make friends at the same time. Find a language school or lesson near you.

Nowadays an increasing number of learners choose distance learning through social media such as Skype or E-learning. Find the method that is suitable for you.

(1) Japanese language school

- There are courses with different purposes: to prepare for school study, for work, or to prepare for exams
- There are classes for beginners through advanced learners.
- You can choose to learn in a group or in a private class.
- You have to pay for the classes.

(2) Japanese classes in local communities

- Japanese classes are organized by local governments, international associations, or NPOs.
- Classes are held in community centers, schools, churches or volunteer centers.
- Teachers are volunteers in many cases.
- Some classes are free of charge. They are more economical than studying at a language school.
- Generally, classes are held once or twice a week for one to two hours.

The below is a list of responsible departments for Japanese language education in each region and Japanese classes organized in the region:

https://www.bunka.go.jp/seisaku/kokugo_nihongo/kyoiku/nihongokyoiku_tanto/pdf/93036701_01.pdf



* Check the following when you search for Japanese classes:

①Name of the class ②organizer ③venue ④contact number ⑤how to contact ⑥supported languages ⑦course period ⑧number of sessions ⑨timetable (day and time) ⑩qualification for application ⑪cost ⑫ class type (group or private) ⑬number of students ⑭level ⑮who teaches ⑯what to learn ⑰availability of parking, baby-sitting services, etc.

(3) Online classes, distance learning

If you are too busy to go to language school because of working or parenting, you can study Japanese online using SNS or E-learning. There are various version of tuitions and services, so find the one that is most suitable for you.

3-4

Website for Japanese learners: “Connect and Enhance Your Life in Japanese” (known as Tsunahiro)

This website is for foreign nationals who live in Japan to learn Japanese, aiming to communicate in Japanese or use Japanese in daily life.

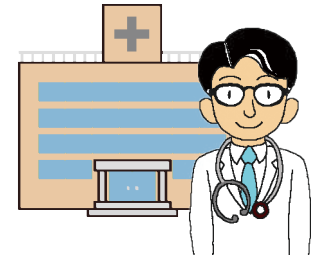
You can choose learning contents in videos and scripts based on your Japanese level, the situation and keywords that interest you. Study and use Japanese to connect with society and broaden life's possibilities.

- **Available languages:** Japanese, English, Chinese (simplified), Portuguese, Spanish, Vietnamese, Indonesian, Pilipino, Nepali, Khmer (Cambodian), Korean, Thai, Burmese, and Mongolian (14 languages)
- **Situations for learning:** Scenes from daily life such as greeting people, shopping, using a bank, using a train, going to a municipal office, and preparing for disaster and emergency

“Connect and Enhance Your Life in Japanese”:

<https://tsunagarujp.bunka.go.jp/>





1

Medical institutions

1-1

Types of medical institutions

- There are a variety of medical institutions in Japan and each one has its own role. If your medical concern is not severe, visit a local clinic.

- i. Doctor's offices, clinics: For treatment of mild symptoms and slight injuries.
- ii. Middle-scale hospital: For surgeries, hospitalization and emergency care
- iii. Large-scale hospital: For critical emergencies and advanced medical treatment

- Present your health insurance card at the hospital or clinic, or otherwise you will cover the full amount of medical expenses.
- Find a doctor depends on your symptoms of illness or injuries. Here are some examples:

Internal Medicine	Diagnosis and treatment of diseases affecting the internal organs (digestive, respiratory, circulatory, and urinary organs, blood, endocrine, nerves, etc.) mainly with medication without operations. You can also see them when you catch a cold or have general health problems
Surgery.	Surgical treatments mainly by operations for internal organs damaged by cancer and injuries
Pediatrics	Treatment of children's illness
Orthopedics	Treatment of the locomotive systems such as bones, joints, muscles, tendons and its related nerves
Ophthalmology	Diagnosis and treatment of eye disorders
Dentistry	Treatment of teeth; endodontics, orthodontics, etc.
Obstetrics	Treatment of pregnancy, childbirth, newborns and related disorders etc.

1-2

How to find medical institution

- You can search for one using any of the following:

- Municipal newsletters issued by the municipal office in your area
- Online
- Medical Information Net, which is provided online by your prefectural government

- * In addition, you can also search for medical institutions (hub medical institutions and other medical facilities that can accept foreign patients, selected by prefectures) in foreign languages on the website of the Japan National Tourism Organization (JNTO) for foreign travelers visiting Japan.

https://www.jnto.go.jp/emergency/jpn/mi_guide.html



- It is also possible to consult at the following:

- The municipal office in your area
- A Medical Safety Support Center (*)

- * Medical Safety Support Centers are located in about 390 in prefectures, municipalities with public health centers and wards in Tokyo.

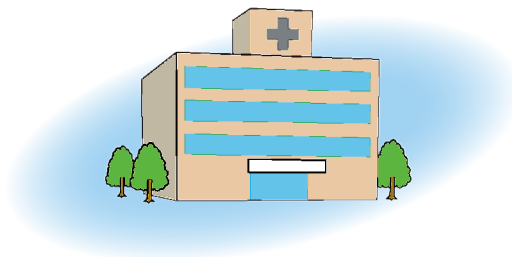
See the following URL for details:

<https://www.anzen-shien.jp/center/>



- If you do not speak Japanese, you can consult at the following:

- The municipal office in your area
- International associations near you
- NPOs (they may speak your language)



2 Medical Insurance

No matter where you are from, you are obliged to enroll in public medical insurance in Japan. This is a Japanese social system to guarantee that any resident can equally receive medical services at a high standard at low cost by sharing the cost across the whole of society.

2-1 Health Insurance

(1) Enrollment Requirements

Those who work for a company which is obliged to have their employees enroll in the health insurance and are obliged to enroll in the health insurance:

- i. Regular employees, chief executives, board of directors
- ii. Those who fulfill all of the following:
 - who work during office hours for over 20 hours a week;
 - who are expected to work for more than a year for the company;
 - who earn more than 88,000 yen a month;
 - who are not students; and
 - who work for a company with more than 501 employees.
- iii. Those who work as a part-time worker or a temporary staff for less than 30 hours a week but work over three fourths of the weekly labour hours of a regular employee at the same company (work place)



(2) Insurance premiums

As a rule, both the companies (employers) and the insured pay half of the health insurance premiums. Dependents of the insured do not need to pay premiums.

(3) Benefits

Copayment of medical expenses

The copayment ratio of medical expenses for the insured is as follows:

- Preschool infants under six years old 20%
- School-age children through adults up to 69 years old 30%
- Adults aged 70 to 74 years old 20% (Wage-earners at their pre-retirement income level: 30%)

Medical expenses

In the following cases, you will need to pay the full amount of expenses by yourself; however, once your application is approved, you will be eligible for reimbursement of the expenses minus your copayment:

- When you have just been employed by a company and not received an insurance card yet;
- When you purchase medical devices such as a cast;
- When you have received an acupuncture, moxibustion or massage which your doctor deems medically necessary; or
- When you have received medical services outside of Japan.



High-cost medical care expenses

The high-cost medical treatment system is a financial support system for cases where the total amount of medical expenses during a month that are paid for treatment or medications (except the cost for food and bed during in hospital) exceeds a certain limit. In such cases, the over-the-limit amount will be covered. The fixed monthly copayment limit varies with age (whether the insured is under 70 years old or not) and the income level of the insured.

Medical transportation expenses

If a patient has a difficulty in moving due to illness or injury, but get transferred due to a temporary and emergency need as instructed by a doctor, he/she will be eligible for reimbursement of his/her medical transportation expenses in cash in cases where the following requirements are fulfilled:

- You have been properly treated at the medical institution where you had been transferred to;
- The reason why the patient has difficulties in transportation is his/her injury or illness which is the cause of the transportation;
- It was an emergency and unavoidable.

Accident and Sickness Allowance

When the insured is unable to work due to illness or injury and have been absent from work for three consecutive days, accident and sickness allowance will be paid from the fourth day of absence.

The duration of payment will be onward for up to 18 months in total counting from the first day of payment.

Childbirth and Childcare lump-sum grant

This is a benefit for an insured or his dependent to help cover expenses related to childbirth. As a general rule, the allowance per child is 420,000 yen.

Maternity Leave Allowance

An insured of health insurance will be eligible to receive Maternity Leave Allowance when she takes leave for give birth. The allowance is paid for the days the insured is away from work during a period starting 42 days (98 days in the case of multiple pregnancies) before the estimated delivery day and 56 days afterward.

Family Medical Expenses

If the dependents of an insured get ill or injured, the insured will be eligible to receive Family Medical Expenses. The range, measure and duration of the payment are the same as that of Medical Expenses for the insured.

2-2

National Health Insurance

(1) Enrollment requirements

- All registered residents who are under 75 and are not in Employees' Health Insurance are obliged to get enrolled in National Health Insurance.
- Foreign nationals are obliged to join National Health Insurance except in the following cases:



- The period of stay is less than three months (*);
- The status of residence is "Temporary Visitor";
- The status of residence is "Designated Activities" and the activities are specified as "to receive medical treatment" or "to provide everyday assistance for someone who is engaged in the activities mentioned above";
- The status of residence is "Designated Activities" and the activities are specified as "sightseeing, recreation or other similar activities";
- The status of residence is "Diplomat";
- Persons who do not have a valid status of residence; or
- Persons who are from a country with which the Japanese government has a social security agreement with including health insurance, and have an official certificate issued by the government to show their membership of the social insurance system in their home country.

* Even if your period of stay is shorter than three months, you can join the National Health Insurance if your status of residence is one of the following and if you have any document to certify that your stay will be longer than three months:

- "Entertainer"
- "Technical Intern Training"
- "Dependent"
- Designated Activities (except iii. and iv. above)

(2) Enrollment and withdrawal application

You can join in or withdraw from National Health Insurance at the municipal office in your area. Ask the municipal office for more details.

(*) You must withdraw from National Health Insurance in the following cases:

- When you move to a different municipality; or
- When you join Employee's Health Insurance.

(3) Insurance premiums

Insurance premiums are calculated on a per-household basis and decided according to the insured's income or the number of the household. This amount is paid by the head of the household.

* Insurance premiums may be reduced in accordance with income and other circumstances. Ask for further information at the municipal office in your area.

(4) Benefits

Copayment of medical expenses

The copayment ratio of medical expenses for an insured is as follows:

- Preschool infants under six years old 20%
- School-age children through adults up to
69 years old 30%
- Adults aged 70 to 74 years old..... 20% (Wage-earners at their preretirement
income level: 30%)



Medical expenses

In the following cases, you will need to pay the full amount of expenses by yourself; however, once your application is approved, you will be eligible for reimbursement of the expenses minus your copayment:

- When you have just been employed by a company and not yet received an insurance card;
- When you purchase medical devices such as a cast;
- When you have received an acupuncture, moxibustion and massage which your doctor deems medically necessary; or
- When you have had medical services outside of Japan.

High-cost medical care expenses

The high-cost medical treatment system is a financial support system for cases where the total amount of medical expenses during a month that are paid for treatment or medications (except the cost for food and bed during in hospital) exceeds a certain limit. In such cases, the over-the-limit amount will be covered. The fixed monthly copayment limit varies with age (whether the insured is under 70 years old or not) and the income level of the insured.

Medical transportation expenses

If a patient has a difficulty in moving due to illness or injury, but get transferred due to a temporary and emergency need as instructed by a doctor, he/she will be eligible for reimbursement of his/her medical transportation expenses in cash in cases where the following requirements are fulfilled:

- You have been properly treated at the medical institution where you had been transferred to;
- The reason why the patient has difficulties in transportation is his/her injury or illness which is the cause of the transportation;
- It was an emergency and unavoidable.

Childbirth and Childcare lump-sum grant

This is a benefit for an insured or his dependent to help cover expenses related to childbirth. As a general rule, the allowance per child is 420,000 yen.

2-3

Medical Care System for Elderly in the Latter Stage of Life

(1) Enrollment Requirements**When you become 75 years of age**

- All registered residents in Japan aged 75 years or older must join the Medical Care System for Elderly in the Latter Stage of Life.
- Those who are between 65 and 74 years old and have been approved as having certain disabilities can also join this program.
- You have to withdraw from other insurance programs (National Health Insurance, Health Insurance Associations, Japan Health Insurance Association, or Mutual Aid Association, etc.)
- All foreign nationals aged 75 years or older, except in the following cases, must join this program as well:

- i. The period of stay is less than three months (*);
- ii. The status of residence is "Temporary Visitor";
- iii. The status of residence is "Designated Activities" and the activities are specified as "to receive medical treatment" or "to provide everyday assistance for someone who is engaged in the activities mentioned above";
- iv. The status of residence is "Designated Activities" and the activities are specified as "sightseeing, recreation or other similar activities";
- v. The status of residence is "Diplomat";
- vi. Persons who do not have a valid status of residence; or
- vii. Persons who are from a country with which the Japanese government has a social security agreement including health insurance, and have an official certificate issued by the government to show their membership of the social insurance system in their home country.

- * Even if your period of stay is shorter than three months, you can join the program if your status of residence is one of the following and if you have any document to certify that your stay will be longer than three months:
- "Entertainer"
 - "Technical Intern Training"
 - "Dependent"
 - "Designated Activities" (except iii. and iv. above)

(2) Enrollment and withdrawal application

Your application can be submitted at the municipal office in your area. Ask the municipal office for more details. Those who move to another municipality in another prefecture should withdraw from this program.

(3) Insurance Premiums

Insurance premiums are the total amount of per-capita base and income-base charges.

There are cases in which the premiums are reduced for dependents in the employees' health insurance or for the insured in accordance with their income level and life status. Ask for more details at the municipal office in your area.

(4) Benefits

Copayment of medical expenses

When you receive medical treatment under the insurance coverage, your copayment ratio is 10%. However, if you have an income at a preretirement level, your portion is 30%.

Medical expenses

In the following cases, you will need to pay the full amount of expenses by yourself; however, once your application is approved, you will be eligible for reimbursement of the expenses minus your copayment:

- When you have just been employed by a company and not yet received an insurance card;
- When you purchase medical devices such as a cast;
- When you have received an acupuncture, moxibustion and massage which your doctor deems medically necessary; or
- When you have had medical services outside of Japan.



High-cost medical care expenses

The high-cost medical treatment system is a financial support system for cases where the total amount of medical expenses during a month that are paid for treatment or medications (except the cost for food and bed during in hospital) exceeds a certain limit. In such cases, the over-the-limit amount will be covered. The fixed monthly copayment limit varies with the income level of the insured.

Medical transportation expenses

If a patient has a difficulty in moving due to illness or injury, but get transferred due to an instruction by a doctor, he/she will be eligible for reimbursement of his/her medical transportation expenses in cash in cases where the following requirements are fulfilled:

- You have been properly treated at the medical institution where you had been transferred to;
- The reason why the patient has difficulties in transportation is his/her injury or illness which is the cause of the transportation;
- It was an emergency and unavoidable.

3

Medicine

- Medicine can be purchased at pharmacies and drugstores.
- Medicine is often used to cure diseases and injuries. However, bear in mind that any medicine has side effects and that it should be handled with care.
- If you have any questions about any medicine, consult a pharmacist or a registered drug seller at the drugstore.
 - * A registered drug seller offers some over-the-counter (OTC) drugs as well.

3-1

Pharmacies

A pharmacy is a shop where pharmacists prepare and compound prescription medications for you. OTC drugs are also available.

3-2

Drugstores

OTC drugs are available at drug stores. However, prescription medications cannot be prepared at drugstores.



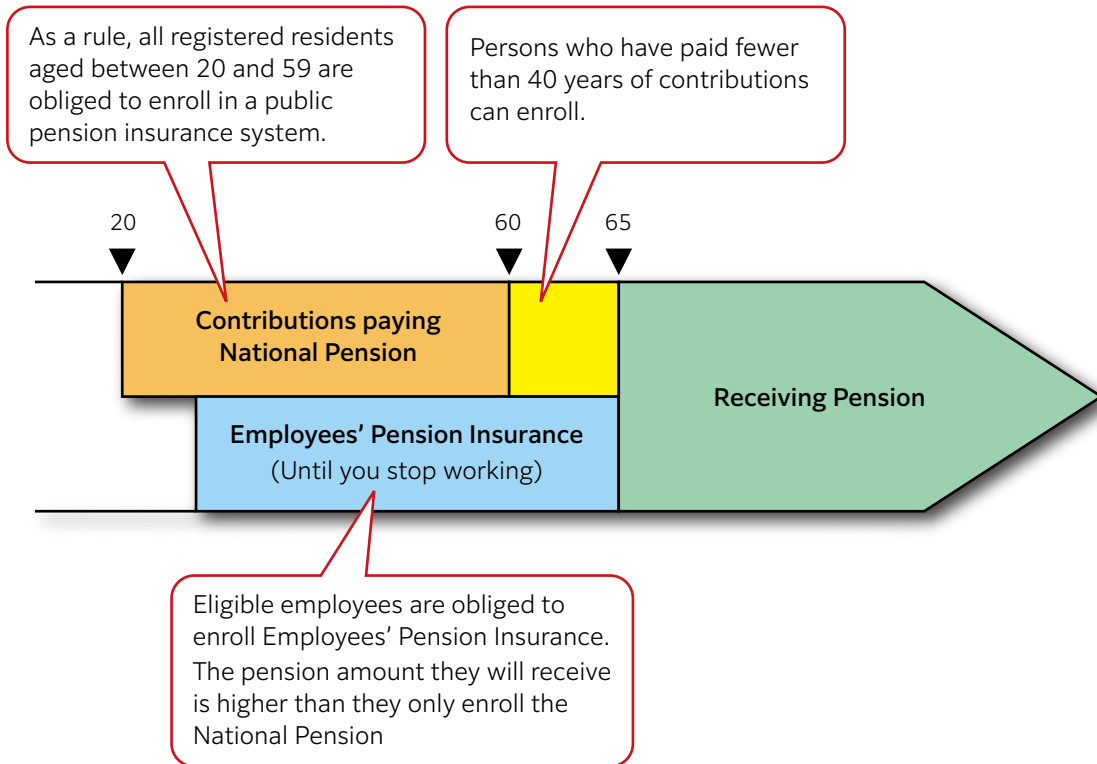


1 Pension

The Japanese public pension is a system to provide lifetime social security through mutual generational support.

The system is run with the scheme in which contributions paid by working generations goes to pension benefits of people such as the elderly.

Scheme for Old-age Basic Pension and Old-age Employees' Pension



1-1

National Pension

The Japanese National Pension system is a public pension system in which those aged 20 to 59 years who reside in Japan are to enroll.

(1) How to enroll the system

The insured (participants) are categorized according to their status as follows:

i. Category I insured persons

- Persons who are not in Category II or III, such as those who are self-employed, students, etc. are categorized in Category I.
- Applications to enroll should be filed at the municipal office in your area.

ii. Category II insured persons

- Persons who have already enrolled in Employees' Pension Insurance system or are categorized in Category II.
- Applications to enroll should be taken care of by the company which employs you.

iii. Category III insured persons

- Dependents of Category II insured persons are categorized in Category III.
- Applications to enroll are taken care of by the company where your spouse (in National Pension Category II) works.

* Dependents of Category I insured persons are not categorized in Category III.

* Dependent spouses married to persons over 65 years old in Employees' Pension Insurance system who receive pension benefits are not categorized in Category III, either.

(2) Contributions

- Contributions for those of Category I are flat. Those in Category II and III are exempted from payments of National Pension contributions.
- Contributions for those of Category I can be paid in cash when you receive a payment notice, by bank transfer, or with a credit card.
- A discount is applied if the full amount is paid in advance.
- Exemption from payment or contributions postponement options are available if you have difficulties paying contributions if your income has reduced or you have lost your job.
- For more details, please contact your municipal government or a Japan Pension Service (JPS) branch near you.

(3) Benefits

Old-age Basic Pension

- Persons who have paid contributions for at least 10 years are eligible to receive the Old-age Basic Pension when the insured attains 65 years of age.
- The benefit amount is calculated in accordance with the period during which the insured has paid contributions.
- Persons who have paid contributions for 40 years from 20 to 59 years of age can receive the full amount of pension benefits.
- * The period of time during which the contributions have not been paid cannot be included in the qualifying period for benefits.
- * The pension benefit amount to be paid to persons who have been exempted from the contributions payment for a period of time will be calculated in accordance with the type of such exemption and the basic pension expenditure ratio in the National Treasury.

Disability Basic Pension

- Persons who fulfill all of the following are eligible to receive the Disability Basic Pension:
 - i. A disability has been caused by illness or injuries;
 - ii. The first doctor consultation about the illness or injuries which have eventually caused the disability in question was carried out while the insured had been covered by the National Pension system; and
 - iii. Contribution payment requirements had been fulfilled as of the day before the day of the first doctor consultation.
- There are two grades of disabilities.
- Benefit amount varies from the grade.
 - i. Disability Grade 1 → Full amount of Old-age Basic Pension × 1.25
 - ii. Disability Grade 2 → Full amount of Old-age Basic Pension
- If you have a Child, no matter which grade he/she corresponds to, an additional amount is paid.

Survivors' Basic Pension

- A "Dependent with a Child" or a "Child" who satisfies the following conditions is eligible to receive Survivors' Basic Pension.
 - A "Dependent with a Child" or a "Child" who depended economically on the deceased insured satisfies i or ii below.
- At the moment when an insured or ex-insured died, he/she had satisfied the contribution payment requirements.
- At the moment when an insured who had been qualified for Old-age Basic Pension for 25 years or more died, a "Dependent with a Child" or a "Child".

- The amount of Survivors' Basic Pension is the same as that for the full Basic Pension benefit. An additional amount will be paid if you have a Child.

Key Point:
Who is a "Child"?

The term "Child" refers to a child or young unmarried person who fulfills following two conditions:



- Under 18 years, and 18 years old until first 31st March after his/her birthday; or
- Under 20 years old with Disability Grade 1 or 2.

Lump-sum Death Benefit

- If an insured has paid contributions as a Category I insured person for more than 36 months and has not yet received any benefits, a family member can receive the Lump-sum Death Benefit.
- The benefit amount varies depending on the length of the contribution-paid period and contribution-exempted period.

Widow's Pension

- This is a benefit for a widow whose husband has died after contributing to the pension system at least for 10 years as a Category I insured person. However, said widow must have been financially supported by him and married to him at least for 10 years by the time of his death. The Widow's Pension will be paid from 60 to 65 years old.
- The amount of the pension is 3/4 of the Old-age Basic Pension calculated based only on the period in which the insured husband had been categorized in Category I.

1-2
Employees' Pension Insurance system

Employees who work for employers who are responsible to enroll their employees in appropriate employees' health and pension insurance systems will enroll Employees' Pension Insurance by satisfying the enrollment requirements. (The requirements for employers and employees are the same as those in Health Insurance.)

Employees who are not eligible for Employees' Pension Insurance are to enroll in the National Pension system.

(1) Eligible members

- Persons who are under 70 years old and work for employers who are responsible to enroll their employees in appropriate employees' health and pension insurance systems and fulfill the enrollment requirements, are to enroll Employees' Pension Insurance.

*** Employers**

The following employers have a responsibility to enroll their employees in the appropriate employees' health and pension insurance systems:

- i. Corporations;
- ii. Private entities except those in the agriculture, forestry, fisheries and service industries and that have five or more employees; or
- iii. Voluntary applicable businesses based on a labor-management agreement.

(2) Contributions

- Co-payment Contributions are calculated as follows:

$$\text{Monthly salary (monthly average remuneration)} \times \text{Contribution rate} \div 2 + \text{bonus (standard bonus amount)} \times \text{Contribution rate} \div 2$$

- * The employee and the company each pay half of the contributions for Employees' Pension Insurance.

(3) Benefits

Old-age Employees' Pension

- If an insured person in Employees' Pension Insurance system has a coverage period of at least 10 years, Old-age Employees' Pension benefit can be received.
- The amount of the pension varies in accordance with the insured persons' monthly salary (monthly average remuneration) when paying contributions and the contribution-paid period, etc.
- * It is possible to receive Old-age Employees' Pension before your 65th birthday if you meet the contribution payment qualifications.

Disability Employees' Pension

- Persons who fulfill all of the following can receive Disability Employees' Pension:

- i. The first doctor consultation about the illness or injury which have eventually caused the disability in question was carried out while an insured had been covered by Employees' Pension Insurance;
- ii. Disabilities have been caused by illness or injuries; and
- iii. Contribution payment qualifications are fulfilled as of the day before the day of the first doctor consultation.

- There are three grades of disability.
- Benefit amount varies according to the grade.

- i. Disability Grade 1 → Old-age Employees' Pension amount × 1.25
- ii. Disability Grade 2 and 3 → The same amount as the Old-age Employees' Pension

- * A minimum benefit amount is reserved for Disability Grade 3. Guaranteed minimum benefit = Disability Grade 2 Disability Basic Pension amount × 3/4

Even if your disabilities are not approved for Disability Employees' Pension, you may be able to receive benefits for persons with disabilities.

Survivors' Employees' Pension

- Survivor dependents of an insured decedent who fulfill any of the following are eligible to receive Survivor's Employees' Pension:

- i. If the insured fulfills contribution payment qualifications and when he/she has died;
 - ii. If the insured fulfills contribution payment qualifications and when he/she has died within five years from the first doctor consultation on the illness or injuries he/she had been suffered from while he/she had been covered by Employees' Pension Insurance;
 - iii. When an insured or ex-insured who has the valid coverage period for Old-age Basic Pension over 25 years has died; or
 - iv. When an insured who was eligible to receive Disability Grade 1 or 2 Employee's Pension died.
- Survivors' pension amount is 3/4 of the Old-age Employees' Pension that the insured would receive.

Key Point:

Who is a "Survivor"?

A "Survivor" is defined as any of the following:

1. Spouse (In case of a husband, he must be over 55 years. He can receive a pension from 60 years old.)
 2. Child (as defined in the National Pension system)
 3. Parents (Over 55 years old. They can receive a pension from 60 years old.)
 4. Grandchildren (the same conditions as the Children are applicable)
 5. Grandparents (Over 55 years old. They can receive a pension from 60 years old.)
- * If a husband is qualified for the Survivors' Basic Pension, he can receive Survivor Employees' Pension from 55 years old.
- * Parents, Grandchildren and Grandparents can receive the benefit according to the priority ranking.



1-3

Lump-sum Withdrawal Payments

Eligibility

You may claim Lump-sum Withdrawal Payments (LWP) when you leave Japan if you satisfy all conditions as follows:

1. You do not have Japanese nationality.
2. You have been insured under the Employees' Pension Insurance (EPI) or the National Pension (NP) for six months or more;
3. Your total insured periods for the EPI or the NP are less than 10 years;
4. You no longer have a registered address in Japan;
5. You are no longer covered by the EPI and the NP;
6. You have never been entitled to Japanese public pension benefits including Disability Allowance.
7. Within 2 years after the date you no longer have a registered address in Japan.

Important notes for the application

Before applying for Lump-sum Withdrawal Payments (LWP), please read through the following notes:

1. When you apply for LWP, all your insured periods in the past shall be used as the base to calculate your LWP amount. Once LWP are entitled to you, these insured periods will no longer be valid. Therefore, please carefully consider before claiming LWP.
 - * An application form for LWP is downloadable at the JPS (Japan Pension Service) website. Please also read the notes on the application form carefully.
2. If you still have a registered address in Japan on the day when the JPS receives your application, your application will be rejected. Please submit a move-out notice to the municipal office where you live before you apply for LWP.
3. In case you submit your application while you are still in Japan before you move to another country, please submit your application so that it arrives at the JPS after the move-out (planned) date on the residence certificate.
4. The amount of payment of LWP will be calculated based on your insured periods up to a certain number of years. This maximum number of years was raised from April 2021. Specifically, the maximum number of years according to your insured periods is as follows:
 - ◎ **If your insured periods is only in and before March 2021:**
It will be calculated based on your insured periods up to 3 years (36 months).
 - ◎ **If your insured periods includes in and after April 2021.**
It will be calculated based on your insured periods up to 5 years (60 months).

Further, if you are going to stay in Japan for several times, with your insured periods expected to be the maximum number of years or more in total, and plan to receive your LWP to be calculated based on the whole length of your insured periods, you might need to claim LWP every time you move out of Japan.

Visit the following JPS website for more details about Lump-sum Withdrawal Payments and the application form including mailing address.

<https://www.nenkin.go.jp/service/jukyu/todoke/kyotsu/20150406.html>



Key Point:

Social Security Agreement

Japan has concluded Social Security Agreements with several countries. If you have insured periods of a country that has a totalization agreement with Japan, you may be entitled to a benefit(s) from Japan or/and the other country, even if your insured periods of each country is insufficient for the entitlement, by totalizing the insured periods of both countries.



See the list of contracting countries of the Agreements on the website of the Ministry of Health, Labour and Welfare.

2

Long-Term Care Insurance

In Japan, there is a Long-Term Care Insurance system where the whole of society supports the elderly who need long-term care, etc. The insured pay premiums and when they need long-term care, they can use the long-term care service by paying their co-payment.



2-1

Eligibility

Persons who are over 40 years old and who will reside in Japan longer than three months have to get enrolled in the system.

2-2

Premiums

The insured in this system pay a premium calculated in accordance with their income in the previous year. The amount of premium varies not only from the income but also from the age of the insured and the area they lives in.

1. Over 65 years old member (Primary insured persons)
As a general rule, the premium is deducted from your pension. (You should pay in cash when you receive a payment notice.)
2. Over 40 and under 65 years old member (Secondary insured persons)
The premium will be deducted together with that for medical insurance.

See the following URL for details about the Long-Term Care Insurance system (Secondary insured persons):

https://www.mhlw.go.jp/stf/newpage_10548.html



2-3

Long-Term Care service

The process for using the long-term care service:

- i. Apply for a certificate for Long-Term Care/Support Need at the municipal office in your area. Your application needs to be approved.
 - * You need to be certified for long-term care/support services.
 - * Once you apply, your physical and mental conditions will be checked and you will be notified of the result generally within 30 days.
- ii. Request the Care Plan from a Care Manager or a Community General Support Center in your area.
 - * If you are going to move into a long-term care facility, apply to the facility directly.
- iii. Service is provided according to the Care Plan.
 - * Long-term preventive care and life support services are available for persons who are not certified for long-term care. Ask at your municipal office for further information.

3

Child Welfare

3-1

Child Allowance



See Chapter 4-3, Article 3-4

3-2

Child Rearing allowance

- This is a benefit for Children (*) in single-parent household.
- Persons who are in custody of Children as listed below can receive the allowance:

- i. Children whose parents are divorced;
- ii. Children whose father or mother has died;
- iii. Children whose father or mother has disabilities of a particular grade; or
- iv. Children for whom it is not clear whether their father or mother is alive or dead.

* "Children" means persons who are under 18 years old or younger until the first 31st March after their 18th birthday, or persons who are under 20 with certain disabilities.

Monthly allowance

* In FY2021

- First child/Where you have one child
In full: 43,160 yen Partial payment: from 43,150 to 10,180 yen
- Additional amount for the second child and subsequent children
[Second child]
In full: 10,190 yen Partial payment: from 10,180 to 5,100 yen
[Per child including the third and subsequent children]
In full: 6,110 yen Partial payment: From 6,100 to 3,060 yen

* The benefit amount varies from year to year depending on the inflation rate. Those whose income in the previous year had reached a certain standard are not eligible to receive it. When you receive a public pension, etc., the allowance will only be paid partially, or will not be paid. For further information, ask at the municipal office in your area.

3-3

Special Child Rearing Allowance (for parents of children with disabilities)

Parents and guardians who raise children who are under 20 years old and have physical or mental disabilities in households are eligible for this allowance.

- * If the income of the parents in the previous year reached a certain level, they will not be eligible to receive the allowance. For further information, ask at the municipal office in your area.

Benefit amount

*** In FY2021 (the amount varies every year in linked with prices)**

- In case of children with extremely severe disabilities (equivalent to Disability Grade 1 for the basic pension)
Per child 52,500 yen/month
- In case of children with severe disabilities (equivalent to Disabilities Grade 2 for the basic pension)
Per child 34,970 yen/month

3-4

Severe Disability Premium

Children and young persons under 20 who have severe physical or mental disabilities and need consistent nursing care are eligible to receive this premium.

- * If a qualified person had an income at a certain level in the previous year, such person will not be eligible to receive the premium. Contact your municipal office for more details.

Benefit amount

*** In FY2021 (the amount varies every year linked to retail prices): 14,880 yen/month**

4

Welfare for persons with disabilities

4-1

Certification for Persons with Disabilities

If a person has physical, intellectual or mental disabilities, a **Certification for Persons with Disabilities** is issued according to the grade of his or her disability as a certificate. With this **certification**, a tax reduction and discounts on transportation fares are applied.

Types of Certification for Persons with Disabilities

- Physical disability certificate: for persons who have permanent physical disabilities
- Intellectual disability certificate: for persons who have intellectual disabilities
- Mental disability certificate: for those have mental disabilities which cause them difficulties and limitations in social life

See the following URL for details:

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/hukushi_kaigo/shougaihashukushi/techou.html



* For consultation, please contact your nearest municipal office.

4-2

Public services for persons and children with disabilities

Various types of public services, such as nursing and rehabilitation training, are available for persons with disabilities.

Nursing and development support are also available for children and young persons with disabilities.

For further information on public services for persons with disabilities, contact your municipal office.



5 Public Assistance

Upon meeting the requirements indicated in 5-1, if a household's income does not reach the minimum standard of living, public support may be given to bridge the difference between the income and the standard.

* The minimum standard of living is determined by the Minister of Health, Labour and Welfare.

Foreign nationals who fulfill the following condition may be eligible for the assistance:

- Persons whose status of residence does not have any limitations on their activities in Japan: Permanent Resident, Spouse or Child of Japanese National, Spouse or Child of Permanent Resident, Long-Term Resident

For more details, please consult the municipal office in your area.

5-1 Requirements for Public Assistance

(1) Utilizing Assets

If you have any savings or land/buildings that are not in use, turn them into cash to cover your living expenses.

(2) Utilizing Skills

If you can work, make the best of your skills.

(3) Other Allowances

If you are eligible for pensions and/or any allowances, apply for them.

(4) Support from family members

If you can get financial support from any of your relatives, receive the support.

5-2 Types of assistance

The types of assistance will be determined according to what is necessary to live.

Essential costs of living	Type of assistance	What is supported
Basic living expenses for food, clothing and utilities	Livelihood assistance	<ul style="list-style-type: none"> • Personal expenses (for food, etc.) • Fixed amount to cover household utility costs
Rent for apartment	Housing assistance	Actual costs within the budget
Charges for school meals, books, supplies, etc. for compulsory education	Education assistance	A fixed amount
Medical expenses, costs related to treatment	Medical assistance	Actual amount will be paid directly to the medical institution (no co-payment)
Nursing care charge using nursing-care insurance	Long-term care assistance	Actual amount will be paid directly to the care service facility (no co-payment)
Expense of childbirth	Maternity assistance	Actual costs within the budget
Expenses for acquisition of skills required for employment	Occupational assistance	Actual costs within the budget
Funeral expenses	Funeral assistance	Actual costs within the budget

6

Services to promote independence for needy persons

We provide a comprehensive and customized support for those having financial difficulties.





Non-Japanese citizens and tax

Non-Japanese citizens under the following conditions must pay tax in Japan:

- Persons who earn income in Japan;
 - As a rule, individual income tax is imposed on income.
- Persons who have a registered address in Japan as of January 1.
 - Individual Inhabitant Taxes are also imposed. (The amount of the tax varies in accordance with your income in the prior year.)

Consumption tax is also imposed when you stay at a hotel or eat at a restaurant, etc.

Key Point:

National Tax and Local Tax

Japanese taxes are divided into National and Local Taxes, depending on to whom the tax is paid.

- Taxes paid to the national government, such as Individual Income Tax, are called National Taxes.
- Taxes paid to the prefectural or municipal government, such as Individual Inhabitant Tax, are called Local Taxes.

1

Individual Income Tax

Individual Income Tax is a tax imposed on personal income earned in a year starting from January 1 through December 31.

The tax is calculated as follows:

1. Gross income – Expenses, etc. = Net income (A)
2. Net income (A) – Deductions (see 1-3) = Taxable income (B)
3. Taxable income (B) × tax rate

The tax rate gradually rises along with the increase taxable income (B).

1-1

Taxpayer and scope of personal taxable income

The scope of individual income tax varies according to the following types of residence:

(1) Residents

Persons who have a registered address (“domicile”) in Japan, or who have had a residence for over a year until the present (except (2) Non-Permanent Residents) are termed Residents.

→ All worldwide income of Residents that is earned inside and outside of Japan is subject to income tax.

Key Point:**“Domicile” and “Residence”**

- “Domicile” refers to the principal base and center of one's life. It is judged objectively by the circumstances, such as if a person works or has a family in Japan.
- “Residence” refers to a location in which an individual continually resides for a certain time but which does not qualify as a base and center of one's life.

(2) Non-Permanent Residents

Within the term “Residents” as defined in (1) above, those who do not have Japanese nationality and for whom the time they have had a domicile or residence in Japan within the period of past 10 years is five years or less in total are termed Non-Permanent Residents.

→ ① Their income other than earned outside Japan, and ② their income earned outside Japan as long as it is paid within Japan or is remitted to Japan is subject to income tax.

(3) Non-Residents

Persons who are not qualified as Residents are termed Non-Residents.

→ Only their income earned within Japan, such as salary, wages, other payments given for your work, etc. is subject to income tax.

1-2

Filing a tax return and payment

Income tax is self-assessed, with the annual income and the tax to be imposed on it calculated. Taxpayers submit a tax return to the tax office to determine the tax obligation while adjusting the withheld amount (see 1-4) within the due date. This procedure is called filing a tax return.

(1) Persons who need to file a tax return

The majority of persons who receive salaries and wages do not need to file a tax return, since their tax obligations are determined by their income tax being withheld (see 1-4) and later adjusted in the final salary paid to them in a calendar year (see 1-4).

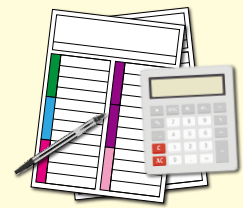
However, persons to whom any of the following apply must file a tax return:

- Persons who have one employer and their total amount of their income other than salary income and severance allowance exceeds 200,000 yen;
- Persons who have more than one employer and the total amount of salary income which has not been adjusted in their year's final salary and income other than salaries and severance allowance exceeds 200,000 yen; or
- Persons who have income from business or stock trading and are required to pay income tax according to the calculation.

If there is any tax to pay, taxpayers have to pay such amount in full by the due date. (The tax office will not send any notifications regarding this.)

The following methods can be used to pay tax:

1. Automatic account transfer from your domestic bank account
2. Online payment via Direct Payment or Internet banking
3. Online payment with your credit card; or
4. Over-the-counter payment with a tax payment slip (at banks, post offices, convenience stores or tax offices)

**(2) Persons who are eligible for a tax refund by filing a tax return**

- If it is found out that you are eligible for a deduction (see 1-3) from your withheld tax (see 1-4), you can receive a refund of the tax you have overpaid by filing a tax return. The refund will be remitted to your account at a post office or a bank.
- If you have not overpaid income tax due to withheld tax or the like, you cannot receive a tax refund.

(3) When to file a tax return and pay tax

Income tax consultation and payments for every tax year must be done between February 16 and March 15 of the following year.

- * Tax office do not accept, as a general rule, consultations or the submission of tax return on days they are closed (weekends, national holidays, etc.).

The due date for income tax payment is March 15.

- * If this due date (March 15) falls on weekends or national holidays, it will be extended to the following business day.

(4) When you leave Japan

- If you leave Japan and unregister your Japanese address, your income tax must be adjusted in your year's final salary while you are in Japan.
- If you need to file a tax return due to one of cases in (1) applying to you, you have to do so and pay any tax you owe before you leave Japan.
- If you carry out any procedures relating to tax payment after you leave Japan, you have to appoint a tax agent who resides in Japan and send a "Declaration Naming a Person to Administer the Taxpayer's Tax Affairs for Income Tax and Consumption Tax" to the tax office with jurisdiction. The agent will take care of the procedures after you leave Japan.

1-3

Major tax deductions

Taking each individual's circumstances into consideration, a certain amount of deductions is applicable on your income tax calculation (see the formula in 1 above) if you fulfill the following:

In case of a Non-Resident (see 1-1 (3)), only limited types of deductions are applicable.

(1) If you give economic support to your family;

- In the case where you financially support a family member, and the total income of such dependent is 480,000 yen or less(380,000 yen or less in or before 2019), you can receive a certain amount of income deduction on your income tax calculation.
- If your dependent family member is Non-Resident (see 1-1(3)), you have to attach the following documents to a tax return form or show them when you submit your tax return form at a tax office:
 1. Family registration (a copy of your family's *koseki*); and
 2. Remittance slips or other documents to certify that you support your non-resident family member.

(2) If you are married;

- If you are married and satisfy certain requirements, a certain amount of deduction is applicable to your income.
- If your spouse is Non-Resident (See 1-1(3)), you have to attach the following documents to a tax return form or show them when you submit the tax return form at a tax office:
 1. A marriage certificate (a copy of family registration, etc.); and
 2. Remittance slips or other documents to certify that you support your non-resident spouse.

(3) If you pay social insurance;

If you pay social insurance (Health insurance, National Pension, Employee's pension insurance, etc.) for yourself, your spouse and other family members who depend on you for their livelihood, you can receive an income deduction depending on the amount of the insurance premiums.

(4) If you pay life insurance premiums; or

If you pay a certain amount of life insurance premiums, long term medical care insurance premiums and/or pension insurance premiums, you can receive a certain amount of income deduction.

(5) If you have spent a significant amount of medical expenses;

If the total amount of medical expenses spent by a taxpayer, his/her spouse and/or other family members who depend on such taxpayer for their livelihood exceeds a certain amount, you can receive an income deduction depending on the amount of the medical expenses.

1-4 Withholding and year-end adjustment

- Persons who receive salaries and wages pay income tax in the withholding tax system. When their salaries or wages are paid, income tax is subtracted (withheld) from them by their employer.
- Tax is adjusted in the final salary or wage in a calendar year (year-end adjustment).
- A withholding record with the annual gross salary printed on it is issued by an employer and provided to the salary receiver.

1-5 Special cases by Income Tax Convention

If your country and Japan have concluded an income tax convention, your income tax may be relieved by fulfilling certain requirements.

2

Individual Inhabitant Taxes

2-1

Definition of Individual Inhabitant Taxes

- This is a tax you are obliged to pay to the prefectural and municipal offices with jurisdiction over your address as of January 1.
- Individual Inhabitant Taxes consist of an income-graded component which is assessed on your income for the preceding year and a flat-rate component whose amount is regardless of your amount of income.
- The Individual Inhabitant Taxes to be paid to your prefecture will be paid to your municipal government together with the one for your municipality.



2-2

How to pay the Individual Inhabitant Taxes

- There are two ways of paying:

- ① **Special collection:** The company that employs you withholds your Individual Inhabitant Taxes from your salary and pays it to your municipal government. As a rule, employees themselves do not need to pay the taxes to the municipal office.
- ② **Ordinary collection:** When you receive a written tax demand from your local government, go to the government office yourself with the demand you have received and the amount of taxes indicated on it. (*)

* You may pay your tax at the post office or a convenience store. See the instructions indicated on the letter from your local government.

2-3

Miscellaneous

- Please note the following regarding Individual Inhabitant Taxes:

- ① The taxes must be paid to the municipality where you have had your registered address on January 1. Even if you leave Japan on January 2 or after, you still have an obligation to pay the tax.
- ② When those who pay the taxes by special collection (see 2-2①) terminate their employment, the outstanding tax balance must be paid by ordinary collection (see 2-2②). However, there is another way to pay them to your municipality, namely, requesting that the company that employed you withhold the taxes from any salary or severance allowance that would be paid to you.
- ③ If you cannot pay your Individual Inhabitant Taxes before you leave Japan, you must appoint a tax agent who resides in Japan and will pay the tax for you, and notify the municipal office of such person.

3 Consumption Tax

The Consumption Tax at the rate of 10% (Standard tax rate) is applied to the purchase of goods and services in Japan. In the case of the purchase of food and drink excluding alcoholic drink and dining out, the rate of 8% (Reduced tax rate) is applied.



4 Tax on your automobile

4-1 Automobile Tax / Light Motor Vehicle Tax

(1) Automobile Tax / Light Motor Vehicle Tax with an environmental performance-based tax reduction



When you purchase an automobile or a light automobile

When you purchase an automobile or a light automobile, you have to pay Automobile Tax or Light Motor Vehicle Tax with an environmental performance-based tax reduction.

(The amount of the environmental performance-based tax reduction is determined according to an automobile's or light automobile's fuel efficiency and other elements.)

(2) Automobile Tax / Light Motor Vehicle Tax and tax reduction according to engine size

If you have an automobile

Persons who have an automobile (engine size over 660 cc) as of April 1, are obliged to pay Automobile Tax, a tax reduction will be applied according to its engine size. (*)

(The amount of the tax reduction is calculated based on the engine size and other elements.)

* Instructions regarding the tax amount and payment method are given on a letter sent to you by the prefectural government.

If you have a light automobile

Persons who have a light automobile as of April 1 whose engine size is 660 cc or less are obliged to pay Light Motor Vehicle Tax, a tax reduction will be applied according to its engine size. (*)

(The tax amount is calculated based on the engine size, etc.)

* Instructions regarding the tax amount and payment method are given on a letter sent to you by the municipal office.

4-2 Vehicle Weight Tax

When you have your automobile or light automobile inspected

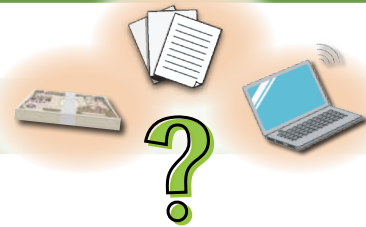
Vehicle Weight Tax is imposed according to the weight of your vehicle when it is inspected.

5 Property Tax

- You are obliged to pay property tax if you have any of the following as of January 1 each year:
 - ① Land; ② Buildings; or ③ Depreciable assets.
- You have to declare the depreciable assets you have.
- The amount to pay will be calculated by the municipal office based on the values of the assets.
- Pay the tax to the municipal office where your asset is located.

6 Inquiries about tax

6-1 National Taxes



(1) By Telephone (Call center)

English speakers will answer general inquiries about National Taxes at the following Tax Payment Call Centers:

- | | |
|-----------------------------------|---------------------|
| • Tokyo Regional Taxation Bureau | 03-3821-9070 |
| • Osaka Regional Taxation Bureau | 06-4965-8298 |
| • Nagoya Regional Taxation Bureau | 052-971-2059 |

(2) Tax Answers (FAQ on taxes)

You can find FAQs and general answers to them via the link below:

<https://www.nta.go.jp/english/taxes/index.htm>



(3) National Tax Agency website

This website provides useful information on filing and paying national taxes.

Click the link below or scan the QR code for further information:

<https://www.nta.go.jp/english/index.htm>

National Tax Agency JAPAN

Search



6-2

Inquiries on Local Tax

For inquiries about local tax, please use the following:

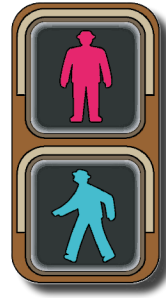
- (1) Ministry of Internal Affairs and Communications website

Guidance on individual inhabitant tax for foreign residents:

https://www.soumu.go.jp/main_sosiki/jichi_zeisei/czaisei/czaisei_seido/individual-inhabitant-tax.html



- (2) Ask at a prefectural or municipal office in the area you live in for more details.



1 Traffic rules

As members of society, we are all obligated to obey traffic rules to ensure the safe and smooth movement of the many vehicles and pedestrians using our streets.

1-1 Safety guidelines for pedestrians

(1) Walking on roads and sidewalk

Generally, pedestrians should walk on the right side of the street so that vehicles approach on their left.

- Pedestrians should keep to the right side of the road.
- Pedestrians should use the sidewalks or stay within the lines marked for walking on the road when they are available.



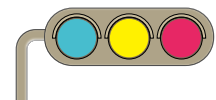
(2) Rules for crossing the street

Crossing the street safely

- Pedestrians should cross the street using the nearest traffic light intersection or pedestrian crossings, overpass or underpass.
- Pedestrians should never cross a street that is marked with signs that prohibit crossing.
- Pedestrians should clearly show a driver their intention to cross the street by raising their hand or looking to the driver and cross the street only after the safety is confirmed.
- Pedestrians should check that there are not any cars coming while crossing a street.

Rules of traffic lights

- Green light : Pedestrians can proceed to cross the street.
- Yellow or flashing green light: Pedestrians may not begin to cross the street; if pedestrians has already commenced crossing, he or she should either attempt to finish crossing quickly or turn back.
- Red light: Pedestrians are prohibited from crossing the street.
- Crossing streets that have traffic light buttons: Pedestrians should push the button to change the light to green, after which they can proceed to cross the street.



Crossing streets that have no traffic lights

- Pedestrians should cross the street only after confirming there are no vehicles coming from either direction.
- Before crossing the streets, pedestrians should stop and look in both directions to check for oncoming vehicles. If vehicles are approaching pedestrians should wait until they pass.
- Pedestrians should continue looking both ways to check for oncoming vehicles when crossing the street, and walk straight ahead rather than diagonally.

Rules for rail crossings

- Before walking over a rail crossing, pedestrians should stop and look both ways to make sure it is safe.
- Pedestrians should never attempt to enter a rail crossing when the warning bell is sounding or the crossing bar is on its way down.

(3) Walking at night

Pedestrians should wear brightly colored clothing or reflective materials at night

When walking on the street at night, pedestrians should wear brightly colored clothing such as white or yellow as well as accessories with reflective materials or LED lights to ensure that drivers can easily see them.

1-2 Safety guidelines for cyclists

(1) Five rules to follow to ensure safety when riding a bicycle

Rule 1. In principle, cyclists should ride on the street and use sidewalks only in exceptional cases

- Bicycles are classified as vehicles, so as a general rule, cyclists should use the street.
- Cyclists should use designated bicycle paths when they are available.
- Cyclists should use the lanes marked for bicycles on sidewalks or roads when they are available.
- Children under 13, adults 70 and over, and people with physical disabilities are permitted to ride a bicycle on the sidewalk.



Rule 2. Cyclists should ride on the left side of the street

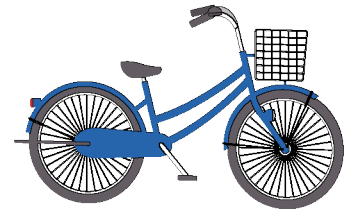
- Cyclists must not obstruct pedestrians if riding inside the lines marking pedestrian paths.

Rule 3. Cyclists must reduce speed on sidewalks and give pedestrians the right of way

- When passing pedestrians on sidewalks, cyclists should reduce speed enough to enable a sudden stop.
- Cyclists should stop riding if there is a risk of obstructing passing pedestrians on sidewalks.

Rule 4. Cyclists must obey safety rules

- Cyclists are prohibited from riding under the influence of alcohol.
- Riding double is prohibited.
- Riding side by side is prohibited.
- Cyclists must use bicycle lights at night.
- Cyclists must obey traffic lights at intersections and check for safety after coming to a full stop.

**Rule 5. Children must wear a bicycle helmet**

Parents and guardians must ensure that children wear a bicycle helmet in the following cases;

- When a child under the age of 6 is riding in the children's seat of a bicycle.
- When a child under the age 13 is riding a bicycle.

Other regulations

- Cyclists must not use umbrellas or talk on mobile phones when riding.
- In order to protect a head, not only children, but also people of all generations are recommended to wear a helmet.
- Cyclists can take out insurance against liabilities for damages caused in a bicycle accident and their own injuries. In particular, please keep in mind that you are required to purchase "bicycle liability insurance" to cover liabilities for damages in many areas such as Tokyo or Osaka.

See the following URL for details:

<https://www.jitensha-kyogikai.jp/project/#insurance-promotion>

**(2) Using intersections****When making a right-hand turn**

- At intersections with traffic lights
 - When the light turns green, the cyclist should cross the intersection in a straight direction and come to a stop on the opposite side with the bicycle facing right. When the light of the intersecting street turns green, the cyclist should proceed in a straight direction after looking both ways to check for safety.
- At intersections without traffic lights
 - The cyclist should look behind to check for safety, cross the intersection in a straight direction, then slow down to make a right-hand turn, and check for oncoming cars before proceeding.

When making a left-hand turn

The cyclist should make sure not to obstruct pedestrians crossing the street.

“Stop” sign

Cyclists must come to a full stop at stop signs, and look both ways to check for oncoming cars before proceeding. Cyclists should come to a full stop at intersections where visibility is poor, narrow roads meet wide streets, or where sidewalks come to an end, and then look both ways to check for safety before proceeding.

Designated lines for bicycles

When an intersection has designated lines for bicycles, cyclists should ride within the lines.

**1-3****Safety guidelines for drivers (automobiles and motorcycles)**

- You need a driver's license to drive.
- You must present your driver's license when asked by a police officer in the event of an accident or a violation of traffic rules.
- You must drive on the left.
- When driving near pedestrians and cyclists, drivers should slow down and make sure to keep a safe distance between them and the vehicle.
- NEVER drive after drink.
- It is also prohibited to lend your car to someone who is under the influence of alcohol, to encourage someone who is going to drive to drink, and to ask somebody who has drunk alcohol to drive.
- Drivers and other passengers must fasten their seat belts.
- Young children under 6 must sit on a child seat.
- You must not use a mobile phone while driving.



See the following URL for details:

<https://www.npa.go.jp/english/bureau/traffic/index.html>



2 Driver's license

One of the following three valid driver's licenses is required to drive a car (including motorcycles) and a motorized bicycle in Japan:

1. Japanese driver's license;
2. International driving permit (issued by the countries who signed the 1949 Geneva Conventions and is in the official format); or
3. Foreign driver's license issued in the following countries with a Japanese translation certified by the embassy of your country, etc.:
(Six countries and areas: Switzerland, Germany, France, Belgium, Monaco and Taiwan)

- * A moped is a type of motorized bicycle, so you have to have one of the licenses mentioned in 1. to 3. above to ride one.
- * Regarding 2. and 3., the permit is valid for a maximum of one year.

See the following URL for details:

<https://www.npa.go.jp/english/bureau/traffic/index.html>



2-1 How to get a Japanese driver's license

- There are several ways to get a Japanese driver's license as follows:

1. Getting a Japanese license by taking a driver's license test
 - i. You must pass the aptitude, skills and knowledge examination at a Driver's License Center, etc.
 - ii. If you take a complete course of driving lessons at a designated driving school, you will be exempted from taking a skills examination.
2. How to convert a foreign driver's license to a Japanese one
 - i. If a foreign driver's license holder is approved as having sufficient knowledge of road rules and practical driving skills, he or she will be exempted from taking knowledge and skills examination.
 - ii. After being licensed in a country, you must have resided for at least an additional three months there.
 - iii. Your application must be submitted at a Driver's License Center under the jurisdiction of the prefectural police in your area.
 - iv. For more details on the documents required for the application, please ask at a Driver's License Centers.

2-2 How to renew a Japanese driver's license

Renewal of the driver's license

- A Japanese driver's license has a validity period.
- When the renewal time approaches, a notice will be sent to your registered address as a postal card. Renew your license in time.
- If you do not renew your driver's license, you are not allowed to drive.



How to change your registered address

- If there is any change with regard to your name or address etc, notify a police station near you of that fact.
- Further details such as which documents you will need are available at a police station near you.

2-3 Penalty point system

- When a driver violates traffic rules or causes an accident, penalty points will be given.
- A driver's license may be suspended or revoked based on the sum of the points accumulated over the last three years.

3

Ownership of motor vehicles (including motorcycles)

3-1 Motor vehicle registration

Motor vehicles cannot be used unless they are registered. When there is any change to the registered information, such as change of the owner or owner's address, or when the vehicle is no longer used in Japan the registration must be accordingly updated.

(1) When to register and types of registration

Registration for a unregistered vehicle

- When you start to use a unregistered vehicle
→ Initial registration

Registrations for an already-registered vehicle

- When the name or address of the owner change
→ Registration of alteration
- When the owner changes
→ Registration of transfer
- In case of disassembly or export of a vehicle
→ Registration of deletion

(2) Where to register

- Registration can be done at 91 bureaus of the Ministry of Land, Infrastructure, Transport and Tourism (MLIT) or Automobile Inspection & Registration offices around Japan.
- If you have any questions about registration, please ask at an MLIT bureau or Automobile Inspection & Registration office near you.

Information on MLIT bureaus in Japan:

https://www.mlit.go.jp/jidosha/kensatoroku/ans_system/help02.htm



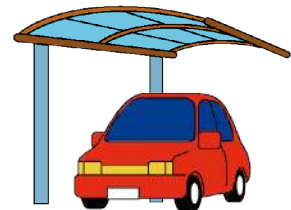
3-2 Parking Space Certificate

To own an automobile, you as the owner have to have a parking space. Therefore, when you purchase one or when you move and change your address, you have to register your car and have a certificate of parking space issued by the police station with jurisdiction over the location of parking space.

In case of a light motor vehicle, you must notify the police station with jurisdiction over the location.

This certification is necessary in Tokyo metropolitan 23 wards, cities, towns and some villages. Certification for light motor vehicles is required in the Tokyo Metropolitan 23 wards and some cities.

For more information, please contact the police station with jurisdiction over the parking location.



3-3

Vehicle Safety Inspection (including some types of motorcycles)

- Automobile owners have to have their motor vehicles inspected periodically as required by law.
- There are two ways to have your car inspected:

1. Carrying to Service garage

About 90% of automobile owners in Japan nowadays have an inspection performed at an authorized service garage. To request an inspection, ask at a service garage with blue sign (designated service garage), yellow sign or green sign (certified service garage) near you.

2. By yourself at an MLIT bureau

About 10% of the automobile owners in Japan nowadays maintain their automobile by themselves and take it to an MLIT bureau for a safety inspection. Inspection can be carried out at 93 MLIT bureaus (89 for Kei-vehicles) located across the country. For further information on the inspection, please ask at an MLIT bureau near you.

MLIT bureau locator

https://www.mlit.go.jp/jidosha/kensatoroku/ans_system/help02.htm

**Information on the Kei-Vehicles**

https://www.keikenkyo.or.jp/procedures/procedures_000134.html



- After your motor vehicle passes its periodical inspection, a certificate and a sticker on which the inspection expiration date is printed will be issued. Put the sticker on the windshield (or the upper left part of a number plate in the case of motorcycles), and make sure to carry the certificate whenever you drive.

3-4 Car Insurance

(1) Compulsory Automobile Liability Insurance (CALI)

What is CALI?

- CALI is an insurance mandated for all registered vehicles, including automobiles and motorbikes, to cover provide relief to the victims of traffic accidents.
- If someone gets injured or dies in an accident, insurance benefit will be paid from CALI.
- It is prohibited by law to drive an automobile or a motorbike without CALI.
- If you cause an accident resulting in injuries or death without CALI, you will have to pay a very large amount of medical expenses and compensation by yourself.

See the following URL for details:

<https://www.mlit.go.jp/jidosha/anzen/04relief/index.html>



Where to buy CALI

- CALI is available at the following:
 - i. Insurance companies (mutual aid associations), branches and dealers
 - ii. Car and motorbike dealers
 - iii. For moped bikes and motorbike, CALI can be purchased at Post Offices (some do not sell CALI), some insurance companies (mutual aid associations), online or at convenience stores.

* If you have any inquiries, ask at a location close to you that deals in CALI.

(2) Voluntary Insurance

CALI does not cover property damage such as a damaged vehicle.

Voluntary Insurance is for covering what CALI does not.

Differences between CALI and voluntary insurance are as follows:

Insurance	CALI	Voluntary Insurance
Purchase	Compulsory	Optional at a private insurance company or mutual aid association
Coverage	Only liability for bodily injury	<ul style="list-style-type: none"> • Liability for bodily injury • Liability for property damage • Injury • Repair of car damage Other coverage, as per contract.
Benefit	Limited	As per contract

4

Responding to a Traffic Accident

4-1

Stop driving

- Stop driving immediately.
- Pull your car over to a safe place such as the road shoulder or an open space, to give way to other cars.

4-2

Emergency calls to the police and an ambulance

- If anyone gets injured, call 119 to request an ambulance.
- Until the ambulance arrives, try to give first aid (such as stop any bleeding) to the injured following the operator's instructions. Do NOT move the injured person unnecessarily.
- Whether anyone is injured or not, contact the police on 110.
- Do NOT leave the spot until a police officer arrives.
- When a police officer arrives, report the accident and have the site inspected.



4-3

Doctor's diagnosis

- You may not feel injured in an accident, however, it may turn out later that you have been seriously injured.
- It is recommended that you see a doctor right away.

See the following URL for details:

<https://www.npa.go.jp/english/bureau/traffic/index.html>



4-4

Application for a Traffic Accident Certificate

- To apply for any assistance after an accident, a Traffic Accident Certificate may be needed.
- The Certificate can be applied for at a Japan Safe Driving Center (JSDC) Ask at the police station you have reported the accident to for more details regarding the application procedure.
- A Certificate will not be issued for an accident that has not been reported to the police. So be sure to report any traffic accident to the police.

JSDC website

<https://www.jsdc.or.jp/center/tabid/106/Default.aspx>





1

Emergency call

1-1

Medical emergencies, injuries, fires, etc. (119)

Dial 119 in the case of a medical emergency, injury, or fire.

In case of medical emergency or injury

- i. Dial 119. An operator will ask you “is it a fire or a medical emergency?” so tell them “it’s a medical emergency.”
- ii. Tell the operator a landmark close-by or the exact location where you want an ambulance to be sent.
- iii. Inform the operator of the symptoms and the age of the person who requires immediate assistance.
- iv. Give the operator your name and telephone number.

You can check how to call an ambulance in the following link in various languages:

https://www.fdma.go.jp/html/life/gaikokujin_kyukyusya_guide/index.html



In case of fire

- i. Dial 119. An operator will ask you “is it a fire or a medical emergency?” so tell them “it’s a fire.”
- ii. Tell the operator the location of the fire.
- iii. Give the operator your name and telephone number.

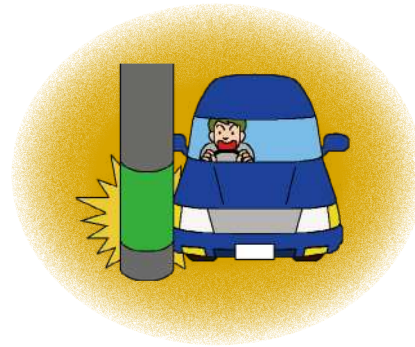
1-2

Traffic accidents and crimes (110)

- If you get involved in a traffic accident or a crime, and need immediate police assistance, call 110 for help.
- When you dial 110, an operator will ask you most likely the following questions, so stay calm and answer with as much detail as possible.

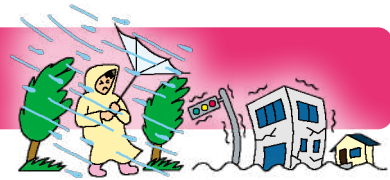
- When, where and what has happened
- Your name and telephone number
- Description of the other person in the accident or the criminal(s), such as gender, number of people, age and clothing
- If there is anyone injured

- If you cannot make a phone call by yourself, ask someone around you to help.



2

Natural Disasters



2-1

Tropical cyclones and intense heavy rain

- When the seasons change, warm air meets cold air, forming a boundary (front) in the atmosphere. If the front stays over Japan, heavy rainfall may occur.
- When a tropical cyclone or a low pressure system with fronts passes Japan, it leads to torrential rain over a wide area.
- When landforms or other causes produce strong rising air and convective clouds (cumulonimbus clouds) form repeatedly in the same area, it causes heavy localized rainfall.
- Be careful as these rainfalls may cause landslides and floods which may lead to big damage in the area.

(1) Flooding of rivers

- After heavy rain, rivers may be flooded, inundate buildings and wash people away.
- To protect your own life, take the following actions:

Prepare for yourself

It is important to check regularly the areas which are most likely to be flooded, the locations of evacuation shelters, and the safe routes to the evacuation shelters from your house and other facilities, with a hazard map or by other methods.

Key Point:

Hazard Map

This is a map that shows the areas that are most likely to be affected by natural disasters.



For more details, visit the website below:

<https://disaportal.gsi.go.jp/>



In case of a heavy rain

- If you feel you are in danger, according to disaster prevention information issued by Japan Meteorological Agency (JMA) or other agencies, you should start to evacuate in your own decision.
- If evacuation instructions have been issued by your local government, evacuate from dangerous places and proceed to a safer place.
- See "3 Evacuation" for how to evacuate.

(2) Landslide (Mud flows)

Landslides are mass movements of rock, stones, debris, and soil down a slope of land caused by heavy rain. They are an environmental hazard which can erode mountains and coastal cliffs, destroy buildings and block roads. Here is how to protect yourself from this disaster:

Prepare for yourself

It is important to check regularly which areas are likely to suffer a landslide, the locations of evacuation shelters, and the safe routes to the evacuation shelters from your house or other facilities, with a hazard map or by other methods.

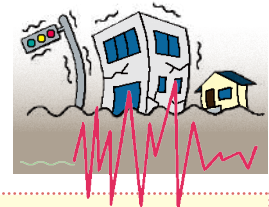
In case of a heavy rain

- i. If you feel you are in danger according to weather prevention information issued by the JMA or other agencies, you should start to evacuate in your own decision..
- ii. If evacuation instructions have been issued by the local government, evacuate from dangerous places and proceed to a safer place.
- iii. See "3 Evacuation" for how to evacuate.

2-2

Earthquakes

- Japan is on the Ring of Fire, or the Circum-Pacific Belt, which is characterized by frequent earthquakes. There are several tectonic plates and their movements result in earthquakes.
- When an earthquake occurs, it is vital to protect yourself first, and then stay safe by co-operating with your community.
- Here are actions to take with regard to earthquakes that you must always keep in mind:



Prepare for yourself

- i. Create a family plan about where to evacuate when an earthquake occurs.
- ii. Take part in an emergency drill of your region, check and understand evacuation plans.
- iii. Prepare a first aid kit and enough food and water for at least three days (for seven days if possible).
- iv. Take precautions to prevent furniture, etc. from falling over. Arrange furniture in a room taking such risks into consideration.

Key Point:

Magnitude and Seismic Intensity

- Magnitude measures the energy released at the source of the earthquake. When the mode value of the magnitude increases by 1, the energy increases about 32 times.
- Intensity measures the strength of shaking produced by an earthquake at a certain location. JMA divides the intensity into 10 grades (0, 1, 2, 3, 4, lower 5, upper 5, lower 6, upper 6, and 7).
- You can find this information on TV, radio, and online.

When an earthquake occurs

When an earthquake occurs, keep calm. What to do depends on where you are. Please keep in mind the following:

i. Keep Calm

- When you are in your house or building
Protect your head from falling or moving objects, get under a sturdy table or other furniture, and stay there until the shaking stops.
- When you are outside
Cover your head with a bag, etc. from falling sign boards, walls or window glass from buildings nearby and move to a safe place.
- While you are driving a car
If you feel shaking, stay calm, pull over to the left and stop the engine. Leave the key, get out of your car and walk to a safe spot nearby.

ii. Check All Fire Sources

Fires following earthquakes can worsen the damage.

- When the shaking stops, extinguish kitchen gas stoves and gas heaters.
- If there is a fire, try to put it out with an extinguisher.
- After an earthquake, do not light a fire due to a risk of gas leaks.

iii. Evacuate to a safe place

An earthquake may collapse buildings and cause fires.

- In mountainous areas, there is a risk of landslide. When the shaking stops, promptly go to the evacuation shelter designated by your local government.
- Turn off the circuit breaker before evacuation, because a fire could occur due to electric appliances after the recovery of power failure caused by an earthquake.

iv. Cooperate with your community

When a disaster occurs, it is important to cooperate with your neighbors.

- Help especially the elderly who live alone and people with disabilities.

v. Listen to official information

After an earthquake, false or misleading information tends to spread.

- Keep yourself updated with the latest official information via TV, radio, mobile phone networks and/or disaster information wireless broadcast system and stay calm.

Key Point:

Earthquake Early Warning

- The JMA will issue an Earthquake Early Warning for areas where over intensity 4 shaking is forecasted when the earthquake that the maximum intensity of 5-lower or more is predicted.
- The Warning will be broadcasted on TV, radio, mobile phone networks, disaster information wireless broadcast system, etc.

[Video about earthquakes and Earthquake Early Warnings \(in English, Chinese, Korean and Japanese\)](https://www.jma.go.jp/jma/kishou/books/sokuho_dvd/index.html)

https://www.jma.go.jp/jma/kishou/books/sokuho_dvd/index.html



When you see or hear Earthquake Early Warning, don't panic and protect yourself!

2-3

Tsunami

- When a large earthquake occurs on the seabed, the ocean floor rises and falls. These movements displace the water above it and launch the rolling waves in every direction. These waves become destructive tsunami waves.
- It is not always true that the water level drops before a tsunami hits.



Prepare for yourself

It is important to find where evacuation shelters are on a hazard map and check the safe evacuation routes from your home to a nearest shelter.

When there is a risk of tsunami

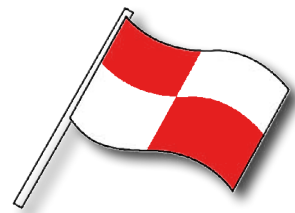
It is too late if you start to evacuate when you see tsunami waves coming to the shoreline. Keep in mind the following when you evacuate:

- If you feel massive shaking in a coastal area or at a river mouth, or even weak but long shaking, immediately leave the area and go to high ground or a tall building.
- Even though you do not feel any shaking but receive an official tsunami warning from the JMA or an evacuation instruction from the local government, immediately leave the coastal area or the river mouth and go to high ground or a tall building.
- Listen and search for correct information via TV, radio, mobile phone networks, disaster information wireless broadcast system, JMA English webpage, or safety tips.
- Tsunami waves hit repeatedly. Keep away from at-risk zones and areas until a warning or alert is lifted.

Key Point:

Tsunami Flags

- Starting from June 2020, red-and-white checkered flags called "Tsunami Flags" are used on the beach, etc. to alert people visually to the fact that major tsunami warning, tsunami warning, or tsunami advisory has been issued.
- The use of "Tsunami Flags" enables us to inform people with hearing difficulties, people who are swimming and hard to hear due to the sound of waves or wind, and foreign nationals of issuance of tsunami warning, etc.



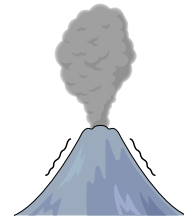
Please visit the following website for information on "Tsunami Flags" (English):

https://www.data.jma.go.jp/eqev/data/en/tsunami/tsunami_flag.html



2-4 Volcanic Eruption

- There are 111 active volcanos in Japan.
- When a volcano erupts, it may cause life-threatening damage and destruction.
- To stay safe and protect yourself from a volcanic eruption, here is what you need to do:



Prepare for yourself

- Find which areas are dangerous regularly on a hazard map.
- When you go on a hike, prepare the following:
 - i. Check a volcanic warning or volcanic alert level issued by the JMA and a hazard map, etc. prepared by the local government;
 - ii. Submit a Mountain Climbing Notification; and
 - iii. Prepare communication equipment and a helmet.

Key Point:

Volcanic Alert Level

- It is the information provided to make “areas that require warning” and “actions that should be taken” are instantly found out according to the situation of a volcanic activity.
- This is operated for 48 volcanos among active volcanos existing in Japan (as of April 2021).
- There are five volcanic alert levels as follows:

Level 5.....	Evacuation (evacuation from residential areas that are in danger and other actions)
Level 4.....	Evacuation of the elderly (preparation to evacuate from residential areas that require warning, evacuation of persons requiring special care and other actions)
Level 3.....	Restriction on entering a mountain area (restriction on entering an area that is in danger and other actions)
Level 2.....	Restriction around the crater (restriction on entering an area around the crater and other actions)
Level 1.....	Be aware that it is an active volcano (no action required)

Information on volcanic warnings and volcanic alert levels (English):

<https://www.data.jma.go.jp/vois/data/tokyo/STOCK/kaisetsu/English/level.html>



When a volcano is likely to erupt or has erupted

- Evacuate on your own (if necessary) based on the eruption notice, volcanic warning and volcanic alert level the JMA has issued.
- If the local government issues an evacuation instruction, evacuate and proceed to a safe place.
- When you receive an evacuation advisory or an eruption occurs while you are climbing a mountain, follow the instructions below:
 - i. Leave the crater and its vicinity immediately.
 - ii. Evacuate and proceed to a mountain hut or a shelter.
 - iii. Wear a helmet to cover your head.

3 Evacuation**3-1 Evacuation shelters**

An evacuation shelter is a temporary evacuate location or facility that can save your life during disasters.

When a disaster is likely to occur or has occurred

- Evacuate from the dangerous place based on the evacuation advisory, etc. and proceed to a safe place as soon as possible.
- Check regularly where the evacuation shelters are in your area.
- Shelters can be found on the hazard map or website of municipalities.
- If it seems to be more dangerous to go to a shelter due to occurrence of a flood or other reasons, go to another safe place or to a large sturdy building nearby. At the very least, go upstairs or higher and take actions to survive.

3-2 Evacuation information provided

Evacuation information are a guidance issued by your local government when a disaster is likely to occur or has occurred. Here are some examples:

Alert level 3 Evacuation of the elderly

- What is it?
 - This is an advisory for people who will take time to prepare for evacuation and evacuate, such as the elderly and small children, due to a risk of a disaster that causes damages.

- When the information is announced
The people listed below should start evacuating from a place in danger:

- i. The elderly;
- ii. People with disabilities;
- iii. Children;
- iv. Pregnant mothers and others who are difficult to evacuate by themselves and who take time to evacuate;
- v. Assistants to those corresponding to i–iv mentioned above; and
- vi. Person who feel in danger.

This is also the right time for other people to postpone their regular activities and prepare for evacuation, as necessary.

Alert Level 4 Evacuation instruction

- What is it?
This advisory will be issued when the risk of damage caused by a disaster has elevated.
- When an advisory is issued
All people should evacuate from a place of danger safely and proceed to either of the following:

- i. An evacuation shelter
- ii. Other safe places (safe houses of relatives or friends, inns, etc.)

Further, when you check a hazard map, etc. and can determine that the following three conditions are met yourself, it may be possible to stay indoors and ensure safety:

- i. Not in the zone where there is a risk of house collapse or destruction due to a flood (possible flood area causing house collapse, etc.)
- ii. Living in a high building without danger of flooding
- iii. Endurable until the flood subsides with a stock of enough water and food

Alert level 5 Emergency safety measures

- What is it?
These measures are given when the situation gets worse and a disaster has already occurred or is imminent.
- When the measures are issued
If you have not evacuated, ensure your safety immediately because your life is in danger. If it seems to be more dangerous to go to an evacuation shelter, at the very least, please take the following actions immediately in order to protect your life:

- i. Evacuation to a higher floor of a substantial building nearby
- ii. Evacuation to a little safer place in the second or higher floor of a house, and other actions



Key Point:**Evacuation instructions categorized by Alert Level****—What is an Alert Level?—**

- This information provides guidance on the appropriate response when a floods or a landslides are likely to occur.
- From 2019 on, alert levels are released together with evacuation instructions and weather information for disaster prevention.
- There are five scales:

Level 1.....Be in a state of readiness. (Gather information on rain and river status on TV or online.)

Level 2.....Verify evacuation routes. (Search on whether or not a place where you are is in danger and how and where you should evacuate if it is in danger.)

Level 3.....The elderly and other persons requiring assistance should start evacuating from a place of danger. (People who would take time to reach shelter should evacuate.)

Level 4.....Full evacuation from a place of danger. (Everyone evacuates from a place of danger and take shelter at a safe place.)

Level 5.....Take best possible measures to save lives. (Disaster has already occurred or is imminent. Protect your own life!)

3-3**How to evacuate**

When you actually do evacuate, keep in mind the following:

- Extinguish all fire before evacuation; and
- Take the minimum of personal items and carry them in a backpack, so that you can use both hands freely.



Key Point:**Disaster Emergency Message Service**

- In times of disaster, such as when a big earthquake occurs, telephone lines will get busy.
- In such case, the Disaster Emergency Message Service will be provided.

The outline is also posted on the website of the Ministry of Internal Affairs and Communications:

https://www.soumu.go.jp/menu_seisaku/ictseisaku/net_anzen/hijyo/dengon.html

**Disaster Emergency Message Dial (171)**

By dialing 171 from a land line or mobile phone, you can easily record and play back messages by following the operation instructions.

For more details, please see the following websites:

NTT : <https://www.ntt.co.jp/saitai/171.html>

NTT EAST : <https://www.ntt-east.co.jp/saigai/voice171/>

NTT WEST : <https://www.ntt-west.co.jp/dengon/>

NTT



NTT EAST



NTT WEST

**Disaster Message Board (web 171) (in English, Chinese, Korean, Japanese)**

You can register and check the safety information by inputting a number of your land line or mobile phone with your PC or smartphone.

Visit the following site to use the service:

<https://www.web171.jp/web171app/topRedirect/>



For more details, please see the following websites:

NTT EAST : <http://www.ntt-east.co.jp/saigai/web171/>

NTT WEST : <https://www.ntt-west.co.jp/dengon/web171/>

NTT EAST



NTT WEST

**Disaster Message Board (on mobile phone networks)**

Mobile phone operators also provide message board services.

Visit the following websites to use the services.

NTT DOCOMO : <http://dengon.docomo.ne.jp/top.cgi>

KDDI (au) : <http://dengon.ezweb.ne.jp/>

SoftBank/
Y!mobile : <http://dengon.softbank.ne.jp/>

NTT DOCOMO



KDDI (au)

SoftBank/
Y!mobile

See the following URL for details:

NTT DOCOMO : https://www.nttdocomo.co.jp/info/disaster/disaster_board/index.html

KDDI (au) : <https://www.au.com/mobile/anti-disaster/saigai-dengon/>

SoftBank : <https://www.softbank.jp/mobile/service/dengon/>

Y!mobile : <https://www.ymobile.jp/service/dengon/>

NTT DOCOMO



KDDI (au)



SoftBank



Y!mobile



3-4

Useful Disaster Weather information

The JMA publishes useful weather forecasts in times of disaster.

You can find such information via TV, radio, or internet.

Heavy rain and earthquake information (Multilingual)

<https://www.jma.go.jp/jma/kokusai/multi.html>



Disaster management information

Find the latest disaster information at the following link:

<https://www.jma.go.jp/jma/en/menu.html>



Real-time Risk Map

Find zones and areas with the risk of any of the following disasters:

Inundation (low-land flooding)

https://www.jma.go.jp/bosai/en_risk/#elements:inund

<https://www.jma.go.jp/jma/kokusai/multi.html>



Flood (river flooding)

https://www.jma.go.jp/bosai/en_risk/#elements:flood

<https://www.jma.go.jp/jma/kokusai/multi.html>



Landslide (collapse of a mass of earth from a mountain or cliff)

https://www.jma.go.jp/bosai/en_risk/#elements:land

<https://www.jma.go.jp/jma/kokusai/multi.html>



Volcanic alerts

Volcanic information

https://www.data.jma.go.jp/vois/data/tokyo/STOCK/kaisetsu/level_toha/level_toha.htm#level_vol

https://www.data.jma.go.jp/vois/data/tokyo/STOCK/activity_info/map_0.html



Key Point:**Emergency Warning for Intense Rainfall**

- The JMA may issue an Emergency Warning for intense rainfall.
- This Emergency Warning will be issued when intense rainfall of the sort that happens only once in decades is predicted, and fatal damage may have been caused.

Key Point:**Real-time Risk Map**

- The JMA marks areas with imminent risk of inundation, flood and landslide disasters in the Real-time Risk Map, based on the prediction of rain, etc.
- Real-time Risk Map is updated on the JMA website every ten minutes.
- Get the latest information on your area via mobile phone networks and move to a shelter early.

Key Point:**“Safety Tips,” an app for up-to-date disaster information**

- There is an app for foreign tourists in Japan that provides up-to-date disaster information.
- By downloading this app on the phone, you are notified in advance with the following alerts of disasters near you.
 - i. Earthquake Early Warning (prediction of strong shaking)
 - ii. Tsunami Warning (advisory to shelter at higher ground as a tsunami is coming)
 - iii. Special Warning of Weather, etc. (the largest advisory that intense rainfall or storm in decades is likely to occur)
 - iv. Eruption Notice (advisory to take protective action due to an eruption)
 - v. Tropical Cyclone Information (advisory to take protective action due to an approaching tropical cyclone)
- You can also find the following useful information:
 - i. What-to-do flow chart for times of disaster
 - ii. Communication cards to talk with Japanese people near you.
 - iii. Links where useful information is found:

Android : <https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android>

iPhone : <https://itunes.apple.com/jp/app/safety-tips/id858357174?mt=8>

Android



iPhone





1 Japanese Housing

1-1 Privately Owned Housing

Housing which you own is generally called Privately Owned Housing, or *mochi-ie* in Japanese. Such properties can be detached houses or a condominium. If you want to have your own house built or to purchase one, you will need to go through many procedures.

1-2 Public housing

Public housing is provided by local public entities at affordable rents for low-income persons who need somewhere to live. Requirements such as minimum income vary depending on the prefecture and municipality.

1-3 UR Rental Housing

UR Rental Housing is managed by Urban Renaissance Agency (UR). There is a minimum monthly income requirement set by UR; you for non-Japanese can rent a unit if you meet the status of residence requirement (see 2-2).

1-4 Private Rental Housing

This is the most popular way to rent a place to live in. Anybody can rent a unit by paying rent in accordance with the rental lease agreement. The agreement will vary depending on the housing to rent, so read it carefully before signing a contract.

2

Moving-in

2-1

Public housing

- Public housing is provided by local public entities at affordable rents for low-income persons. Requirements such as minimum income vary from prefectures and municipalities.
- In the case of foreign nationals, additional requirements may be imposed regarding the status or period of residence (for example, period of residence must be more than one year) or the resident history in Japan.
- If you wish to live in public housing, apply to the prefecture or municipality in charge.
- For more details about qualifications and application, please ask the prefecture or municipality who administrate the housing you wish to move in.

2-2

UR Rental Housing

- You have to fulfill the requirements set forth by UR such as a minimum monthly income standard.
- In the case of non-Japanese nationals, they will need to have one of the following statuses of residence to be qualified to rent a unit: Diplomat, Official, Special Permanent Resident or Mid to Long-Term Resident (including Permanent Resident).
- Contact UR Sales Office for more details on the application and vacancies.

2-3

Private Rental Housing

- "Apartment Search Guidebook" and "Guide for Renting Foreigners" are available for non-Japanese residents who are looking for private rental housing.
- The "Apartment Search Guidebook" includes basic knowledge and useful information:

- How to search for housing and the process up to signing a contract - general lease procedures lease agreements in Japan differ from those in other countries
- Required documents and budget
- Moving-in procedures
- Rules when living in Japanese housing
- Moving-out procedures
- Useful terms regarding renting a room, etc.



- The "Guide for Renting Foreigners" provides basic information which is useful when searching rental housing in Japan and websites of real estate agencies offering services in foreign languages.

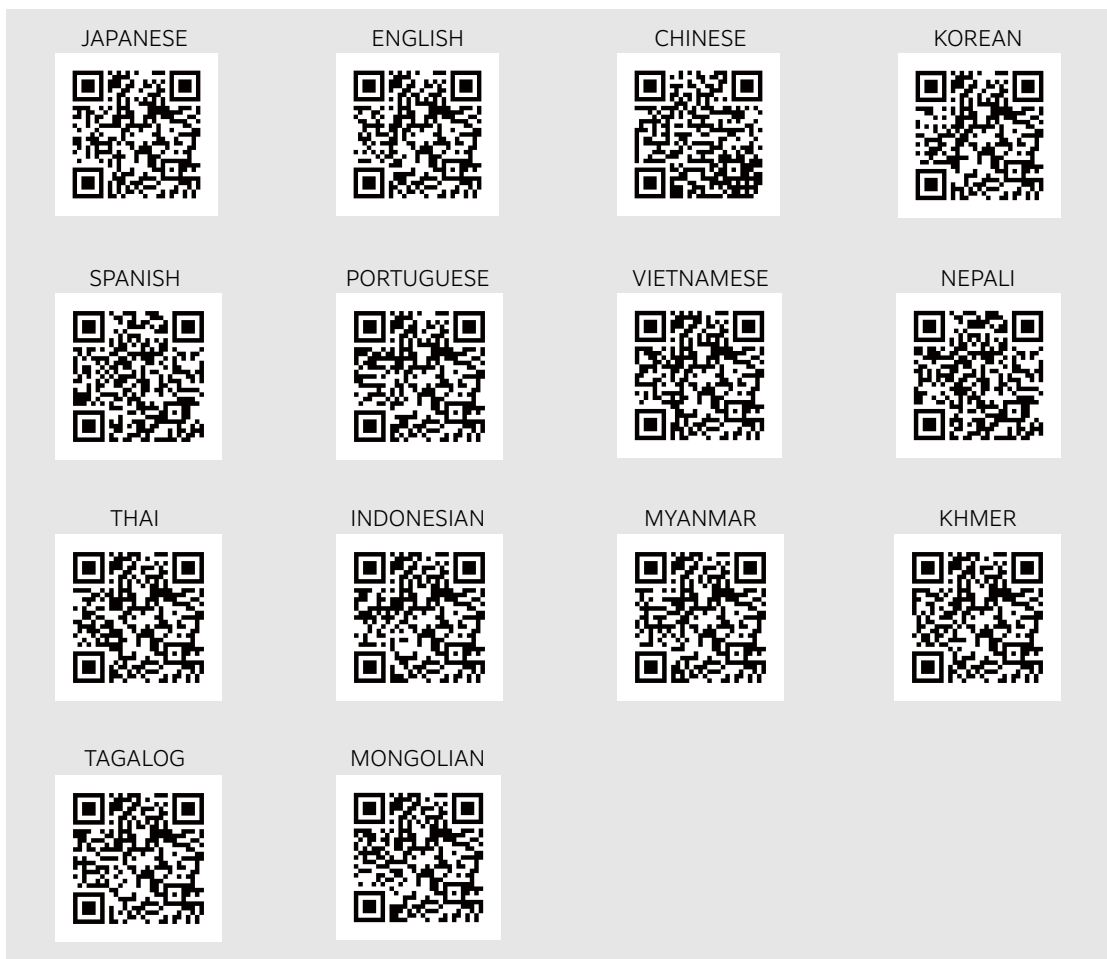
Visit the website of the Ministry of Land, Infrastructure, Transport and Tourism for more information.

https://www.mlit.go.jp/jutakukentiku/house/jutakukentiku_house_tk3_000017.html



“Apartment Search Guidebook”

JAPANESE	http://www.mlit.go.jp/common/001317843.pdf
ENGLISH	http://www.mlit.go.jp/common/001317844.pdf
CHINESE	http://www.mlit.go.jp/common/001317845.pdf
KOREAN	http://www.mlit.go.jp/common/001317846.pdf
SPANISH	http://www.mlit.go.jp/common/001317847.pdf
PORTUGUESE	http://www.mlit.go.jp/common/001317848.pdf
VIETNAMESE	http://www.mlit.go.jp/common/001316936.pdf
NEPALI	http://www.mlit.go.jp/common/001316937.pdf
THAI	http://www.mlit.go.jp/common/001312581.pdf
INDONESIAN	http://www.mlit.go.jp/common/001312584.pdf
MYANMAR	http://www.mlit.go.jp/common/001312587.pdf
KHMER	http://www.mlit.go.jp/common/001312589.pdf
TAGALOG	http://www.mlit.go.jp/common/001312590.pdf
MONGOLIAN	http://www.mlit.go.jp/common/001312591.pdf



“Guide for Renting Foreigners”

<https://www.mlit.go.jp/common/001334734.pdf>



Information on rental housing available for foreign nationals

<https://www.safetynet-jutaku.jp/guest/index.php> (JAPANESE)



Chapter 12 Daily rules and customs



1 Life rules

1-1 Garbage

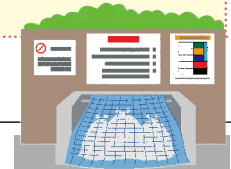


(1) Basic rules for garbage disposal

When you dispose of garbage, you have to observe the following rules:

- Comply with the garbage sorting rules, pick-up sites and days; and
- Follow the rules set forth by the municipal government in your area.
 - * In general, you must put your garbage bags outside on the morning of the collection day.
 - * The wrong kind of garbage or garbage bags placed outside of the designated site will not be collected.
 - * In some areas, you have to purchase trash bags designated by the local government and put your garbage in them.

Garbage sorting example (Follow the rules stipulated by your municipality)



Burnable waste	Kitchen waste and paper, etc.
Non-burnable waste	Broken ceramics, glasses, metal, etc.
Recyclable waste	Bottles, cans, plastic bottles, newspapers, books, plastics, cartons, etc.
Oversized garbage A fee may be charged for disposal and recycling	Furniture (tables and chairs, etc.), bicycles, bed mattresses, etc.
Home Appliance Waste A fee may be charged for disposal and recycling	Air conditioners, TVs, refrigerators, freezers, washing machines and clothes dryers, etc.

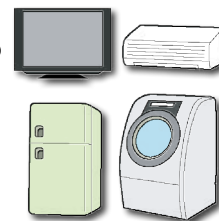
Key Point:**Used cooking oil**

Used cooking oil must not be poured down the kitchen drain. Put some newspapers in the pan to absorb the oil and throw them away as burnable waste.

Key Point:**Home Appliance waste**

When you replace or dispose of the home appliances listed below, you need to pay a recycling fee and a collection and transportation fee:

- Air conditioners;
- TVs;
- Refrigerators and freezers; and
- Washing machines and clothes dryers.



Further, when you dispose of those, you need to ask a business operator who has been approved for collection and transportation. If you have no idea which business operator you should ask, please contact the local government of your municipality.

Payment and collection

- i. When replacing
 - The shop where you purchase a new one at

Each shop has its own collection policies. Ask for details at the shop where you will purchase a new appliance.
- ii. Only disposal
 - The shop where you have purchased the appliance you wish to dispose of

If you do not remember where you have bought an appliance, ask your local government for help.

(2) Illegal dumping

Do not dump waste at any non-designated site.

It is against the law to do so, and you may be punished.

Observe the garbage-sorting rules of the municipality in which you reside.

Many municipalities have regulations that do not allow the littering of streets with cans and cigarette butts. Doing this can be subject to administrative or criminal penalty, so never do it.

1-2 Making Noise

Japanese people tend to think that loud sounds and voices bother others.

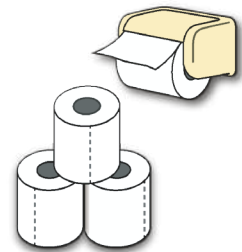
- Be careful that your voices, parties, TV and music are not too loud.
- Be careful not to make a lot of noise when you use a washing machine, or a vacuum cleaner, or taking a shower early in the morning or late at night.
- A condominium or apartments, refrain from talking loudly or making a lot of noise.



1-3 Restroom

Japanese restrooms

- Be sure to use only the toilet paper that is in the restroom.
- Used paper should be flushed.
 - In some countries, used paper is deposited in a trash bin in the restroom. However, in Japan, it can be flushed away without clogging in the pipe if the paper in the restroom is properly used.
- There are many buttons in public restrooms in department stores and at stations, etc. The flushing button normally looks like this: **流す (FLUSH)**.



1-4 Mobile phone use

- Do not use a mobile phone while walking to avoid injuring yourself or others.
- It is prohibited by law to use a mobile phone while driving or riding a bicycle.



1-5 On a bus or train

In public spaces like trains and buses, please keep in mind the following:

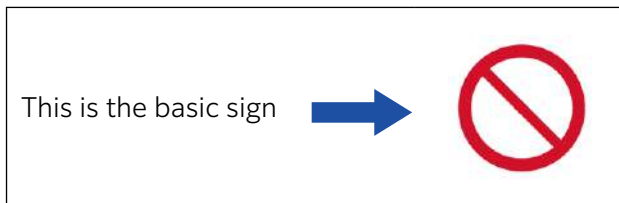
- Speaking in a loud voice can bother other people.
- Talking on the phone on a bus or train is considered to be bad manners in Japan. Please refrain from talking on the phone (as it bothers other people).
- Be sure that your music is not too loud and cannot be overheard outside of the earphones.
- When crowded, take care so your backpack does not bother other people.

1-6 Hot springs and bathhouses

- There are rules at public baths like hot springs and bathhouses.
- Wash your body before getting in the bathtub.
- Do not put a towel in the bathtub.
- Do not use soap and shampoo in the bathtub to wash your body and hair.
- Persons with tattoos may not be allowed to enter public baths.

1-7 Prohibition signs

There are signs to indicate that something is forbidden.



Obey these signs in the area they are placed.



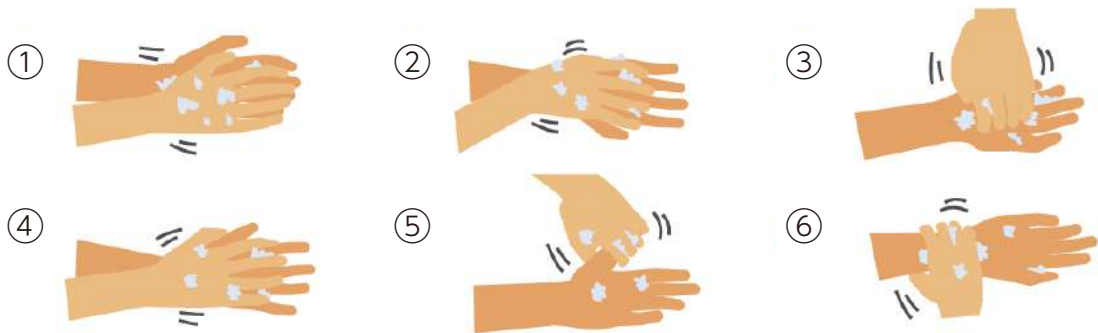
2

Prevention of infectious diseases

In Japan, infectious diseases such as cold or influenza sometimes break out in winter when the air is especially dry, as well as an unprecedented infectious disease caused by a new virus sometimes emerges. In this section, basic precautionary measures to prevent the spread of infectious diseases are provided. When any infectious disease is prevalent, each person should make sure the following:

2-1 Hand washing

It is effective measures to wash your hands with running water and soap in order to physically remove a virus sticking to your hand or finger. You should frequently wash your hands upon returning home, before and after cooking, before meals, etc. The order of steps for hand washing is as follows:



- i. After thoroughly wetting your hands with running water, apply soap and rub the palms well.
- ii. Rub the back of your hands up and down.
- iii. Thoroughly rub the fingertips and nails.
- iv. Wash between your fingers.
- v. Twist and wash your thumbs with the palms of your hands.
- vi. Don't forget to clean your wrists.

* After cleaning with soap thoroughly, rinse with water and wipe dry with a clean towel or paper towel.

2-2 Coughing manners

“Coughing manners” mean covering your mouth and nose with a mask, a tissue, a handkerchief, a sleeve, the inside of your elbow, etc. when you cough or sneeze, in order to avoid infecting others.

You should observe the following manners when you have symptoms such as coughs or sneezing.

- Wear a mask and cover your mouth and nose.
- Cover your mouth and nose with a tissue or handkerchief if you do not have a mask.
- If you suddenly cough or sneeze, do so into your elbow or inside your jacket.
- Do not cough or sneeze without shielding your mouth and nose, and do not use your hands to cover coughs and sneezing.

It is also important to wear a mask correctly. You should wear a mask in the following steps.

- i. Ensure both your nose and mouth are covered.
- ii. Place the rubber string over your ears.
- iii. Cover up to your nose so there are no gaps.

2-3 Humidity

When the air is dry, the defensive function of respiratory tract mucosa weakens, which makes you vulnerable to infectious diseases. Particularly, when you are inside the room in which the air is likely to be dry, the use of humidifiers to keep the humidity constant (50 to 60%) is effective.

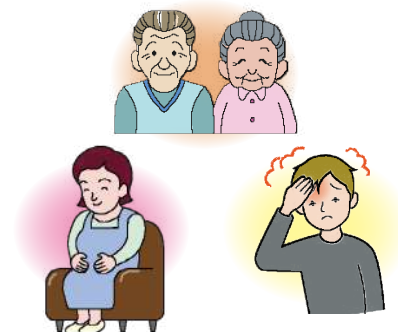
2-4 Rest and nutrition

In order to enhance body resistance, you should try to take enough rest and have a well-balanced diet on a daily basis.

2-5 Going out

When an infectious disease is prevalent, it is especially advisable that senior citizens, people with underlying conditions, pregnant women, people who feel sick, people who have lack of sleep, etc. refrain from going out. In particular, please avoid going to a crowded place and downtown.

Furthermore, when going out, you should ensure that you wear a mask. When you may enter a crowded place, you can prevent droplet infection, etc. to some extent by wearing a non-woven mask.



3 Lifestyle necessities

3-1 Community life

(1) Community groups (Residents' association and neighborhood association)

In Japan, community members voluntarily form groups with the purpose of trying to make their community a safe and comfortable place to live in through organizing activities together. Funds for activities are raised by community members.

Main activities (examples)

- Emergency drills for earthquakes and fires
- Traffic control for students on school routes
- Caring for the elderly and persons with disabilities
- Circulation of a notice from local government
- Event organization, such as summer festivals and school sports festivals, to deepen relationships among members.

For details, please contact your local municipal office.



(2) Relationship with your neighbors

- Talking to your neighbors, taking part in community activities help to have a good relationship with your neighbor.
- It helps avoid having trouble with them and you can exchange useful local information. You can help each other in emergencies.

3-2 Crime Prevention

Bear in mind the following to prevent crimes such as theft and sexual assault, etc.

- Lock your windows and doors every time you leave home;
- When you park a car, a motorcycle or a bicycle, make sure to lock it;
- When you carry valuable items, including a wallet or handbag, keep an eye on them;
- Try not to walk in dark streets or other deserted places at night; and
- If you are uncertain about anything about crime prevention, consult at a nearby police station.

3-3 Utility services

(1) Electricity

Start using electricity

When you wish to use electricity, here are the steps to follow:

- i. Determine the date you want service to start.
- ii. Subscribe with a electric supplier in your area over the telephone or online.
- iii. Flip the switch "on" on the circuit breaker on the service start date.



The provider may visit your residence depending on the contract and your housing facilities. In those cases, notice of this will be given to you.

Electricity bills and payment methods

- Various plans are offered by energy providers to meet users' needs. You can choose one that is suitable for you.
- Basically, bills are determined by your usage. However, a fixed base rate is set and is charged regardless of your actual usage amount.
- Bills are payable by automatic bank withdrawal, by paying in cash at a convenient store or a bank, or with a credit card.
- * Your electricity usage is checked by your provider once a month by reading the meter situated outside of your residence either locally or remotely.
- * Users are notified of their usage by the provider every month.
- * The service plan you have chosen can be confirmed in the document provided by the electric power company when signing a contract.

Cancellation

When you wish to stop using electricity, here are the steps to follow:

- i. Determine the day that service will end.
- ii. Unsubscribe from the electricity supplier over the phone or online.

Generally speaking, the supplier will not visit you on the day when you cancel the service. However, there may be cases where they visit because the electric meter cannot be read from outside. In such cases, notice will be given by the provider.

Please visit the following website for consultation if you have any problems with sales activities by or contract with an electric power company.

<https://www.emsc.meti.go.jp/general/consult.html>



(2) Gas

Types of gas

- There are several types of gas with different components and combustion characteristics. However, City gas (13A) and LP gas are the most popular ones for homes.
- Choose a home appliance compatible with the gas type being used.
 - * It is dangerous to use appliances that are not compatible with the gas in use. Incorrect usage may cause fire or incomplete combustion.



Start using gas

- When you wish to use gas, here are the necessary steps to follow:
 - Determine the date you want service to start.
 - Subscribe with a gas company in your area over the telephone or online.
- * The provider will visit you on the date your service will start. They will check your facilities, explain how to use gas appliances and then will start providing you with gas.

Gas bills and payment methods

- Various plans are offered by a gas company to meet users' requirements. Choose one that is suitable for you.
- Basically, bills are the total amount of the fixed base rate and your usage. You have to pay the bill every month.
- Bills are payable by automatic bank withdrawal, by cash at a convenient store or a bank, or with a credit card.
 - * The gas plan you have chosen can be confirmed in the document provided by the gas company when signing a contract.

Cancellation

- When you wish to stop using gas, here are the steps to follow:
 - Determine the cancellation date.
 - Unsubscribe with the retailer over the phone or online.
- * It is advisable to tell them your customer number, which is printed on your monthly meter-reading slip.

On the cancellation day, the provider will come to stop the gas meter. If the meter is situated in a location to which they do not have access, the gas user or someone else acting on their behalf has to be present.

Please visit the following website for consultation if you have any problems with sales activities by or contract with a gas company.

<https://www.emsc.meti.go.jp/general/consult.html>



(3) Water

Start using water

When you wish to start using water after moving into a new residence, you need to sign up for water supply bureau or water supply business in your municipality beforehand.



For details, please contact your local municipal office.

Water bill and payment methods

Water bill is charged and paid as follows:

- i. Water supply charges are calculated by the water supply business in your municipality. The business checks your usage at the meter and charges you accordingly.
- ii. Bills are the total amount of the basic charge and your usage. Basic charge is calculated according to the type of size your supply pipe. The bigger the diameter is, the higher the charge becomes. On the other hand, your usage varies every month. The more you use, the higher your bill becomes.
- iii. Payment methods differ according to the businesses. As a basic rule, you can choose from automatic bank withdrawal, cash payment at a convenience store or a bank, etc.

3-4 Mobile phones



(1) Mobile phone contract

- Your identification must be verified when signing a contract.
- Your identification can be verified by the following methods: i) to present official documents (identification documents) that include your name, date of birth and current address to the mobile phone operator, or ii) to provide a copy of such documents to the mobile phone operator by mail or online.
- Following is a list of valid identification documents:

- i. Residence Card;
- ii. Driver's license;
- iii. My Number Card; or
- iv. Passport (only when it has your current address).

- If you are underage, all the documents listed below are required:

- i. Identification document; and
- ii. A consent letter from your parents or guardian.

- For a bill payment, you need to prepare one of the following:
 - i. A credit card;
 - ii. A bank card for a Japanese bank; or
 - iii. A bankbook for a Japanese bank.
- Some mobile carriers provide multilingual information online and at stores.
- You can inquire beforehand about services and the documents required for a contract.

(2) Warnings for using services for mobile phone contracts

- There are malicious brokers who offer to enter into a mobile phone contract for you but use the contract for criminal purposes.
- If you ask somebody to make a contract for you, check it yourself as well.
- It is prohibited by law to transfer a contracted cell phone without the consent of the mobile phone operator. If you break this law, you will be prosecuted.



3-5 Bank Account

(1) How to open a bank account

- You can open a bank account at a bank branch. Depending on the bank, you may also be able to open a bank account by mail, smartphone app or PC. A cash card is generally sent to your home address later.
- Present the following items when opening a bank account:
 - i. Identification document (e.g. Residence Card);
 - ii. Seal (*Hanko*) (some banks accept signatures);
 - iii. Employee ID card or Student ID card (If you do not have any of them, please go to the bank with someone in your workplace or at school.)
- If you are not confident in communicating in Japanese, ask someone (in your workplace or at school) to interpret to help you.

(2) Notify your bank immediately of any change in your address or period of stay

- If there is any change in your information such as address, period of stay, status of residence and place of work, you should immediately contact the bank with which you have an account. Besides, your bank may contact you to check if there is any change in your information.
- If you fail to contact the bank when your address, period of stay, status of residence or job is changed, or if you fail to respond to the request from the bank, your bank account may become unavailable.

(3) How to close a bank account

- If you are not going to use your bank account due to leaving Japan, etc., please close it. You can close your bank account at a nearby bank branch.
- * It is a CRIME to sell or give a bank account without just cause. If you commit this crime, you may be sentenced to imprisonment for a period of up to one year, and/or fined up to one million yen.

3-6

Post Office

- The symbol for post offices and mail boxes is **T** while the color of this symbol is red.
- These are the major services the Post Office offers:
 - i. Sending letters, post cards and parcels in Japan or to overseas;
 - ii. Saving and remitting money, and paying public utility charges; and
 - iii. Life insurance sales.

4

Public Transportation

4-1

IC Cards issued by railway companies

(1) General functions

You can use IC cards issued by railway companies to pay the transportation fares of trains, subways, buses, etc. The general functions of the card are as follows:

- By charging an IC card, it is not necessary to purchase a ticket at a ticket vending machine;
- The card is available at the ticket vending machine and service counters at stations or bus service centers; and
- Fares can be discounted if they are paid with the card rather than in cash.

(2) Registered card

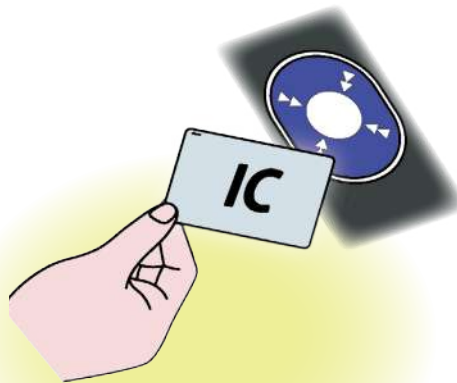
- The name of the card holder is printed on it.
- It is necessary to register name, phone number, date of birth and gender.
- If it is lost, it can be re-issued.

(3) Non-registered card

- The name of the holder is not printed on the card.
- If it is lost, it cannot be re-issued.

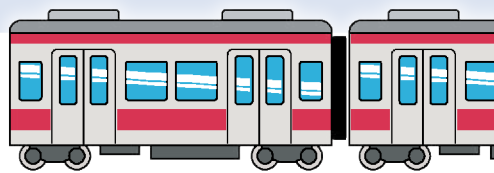
(4) Deposit

- Generally, you have to make a deposit when you purchase one.
- This deposit will be refunded when it is returned to the issuer company.



4-2 Trains

Japan has a well-developed train and subway network. Trains and subways are popular means of transportation for commuters and students.



(1) How to get on a train

Here are the basic steps for using train services:

- i. Find your destination on the train network map;
- ii. Buy a ticket for your destination and insert it into the automatic ticket gate. (If you have an IC card, touch the card reader at the ticket gate with it);
- iii. Follow the information on the display in the station and check the number of the platform where trains head for your destination come;
- iv. Wait for trains behind the white line or yellow blocks on the platform; and
- v. At your destination, exit from the ticket gate by inserting the ticket you have purchased at the departure station. (If you have touched your IC card at the departure station, touch it again at the ticket gate. The fare will be deducted from your card's balance.)

(2) Types of ticket

i. Regular train tickets	for ordinary trains or subways
ii. Multiple tickets	Eleven one-way tickets for a fixed distance for the price of ten (valid for three months).
iii. Commuting pass	This is useful for commuters and students who travel to the same destination frequently every month. Fare per travel will be more economical comparing to the regular one-way ticket. You can choose between validity periods of one, three, six months, etc.

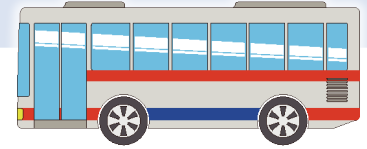
(3) Other tickets

When you get on an express or specially-equipped train, in addition to a base-fare ticket, you have to purchase an extra ticket as follows:

i. Express ticket	For a bullet train or a limited express train;
ii. Reserved Seat ticket	For a reserved seat on a bullet train. It may be sold with an express ticket; or
iii. Green car ticket	For a higher grade Green car.

4-3

Bus



(1) Traveling long distances (Long-distance buses)

- As a rule, you have to buy your ticket before you get on a bus.

(2) To move in and around the city (Local buses)

i. When a flat fare is applicable

- Put your fare in the fare box when getting on.
- If you pay your fare with an IC card, touch the card-reader near the fare-deposit box with it.

ii. When a flexible fare applies

- Get on a bus, and pick up a ticket with a number from a small box near the door. When you get off the bus, pay the fare corresponding to the number on your ticket, which is indicated on the display above at the front.
- If you pay with an IC card, touch the card-reader when getting on and getting off.