



Japan Platform for Migrant Workers  
towards Responsible and Inclusive Society  
責任ある外国人労働者受入れプラットフォーム

# JP-MIRAI structure and core programs

7 July 2023

JP-MIRAI



## **I. About JP-MIRAI**

1. An organizational overview of JP-MIRAI
2. Key initiatives of JP-MIRAI

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1. Tasks
2. JP-MIRAI 2022 Pilot Project and Lessons Learned
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(JP-MIRAI - Company Collaboration Program)
4. Summary



## ( 1 ) What is JP-MIRAI ?

In November 2020, JP-MIRAI was established as a voluntary organization by various stakeholders such as private companies, local governments, NPOs, academics, and lawyers. JP-MIRAI aims at tackling various issues of migrant workers in Japan seriously, being “A Country of Choice” for migrant workers.

## ( 2 ) Our Goals

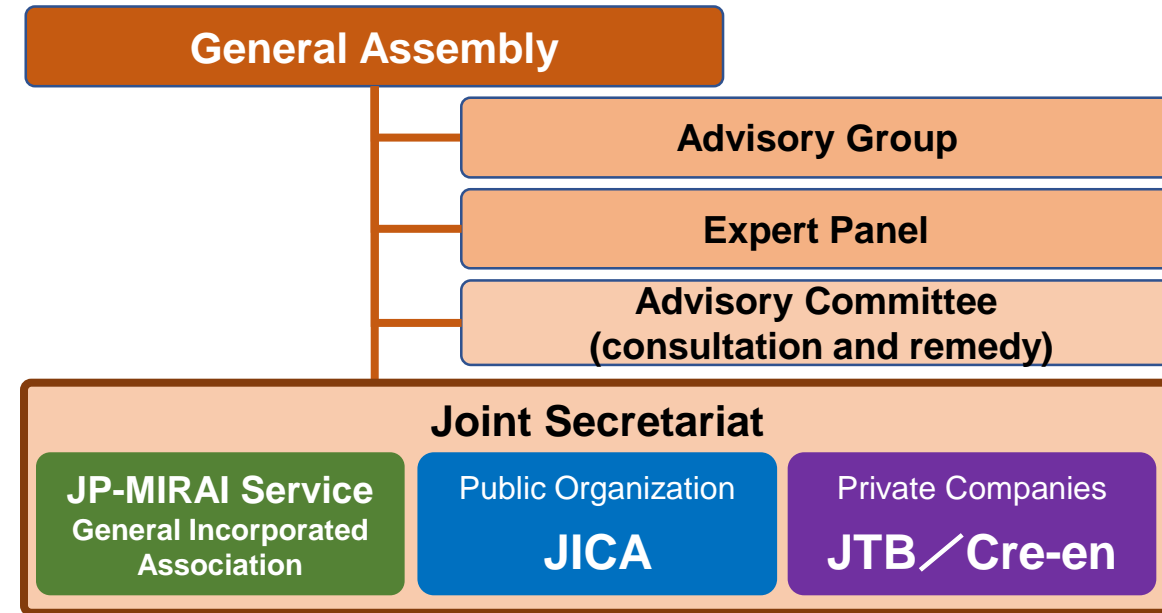
”The United Nations Sustainable Development Goals (SDGs)” and “The United Nations Guiding Principles on Business and Human Rights” recognize that protecting the rights of migrant workers and improving their working and living environments is a global issue.

In Japan as well, as the number of migrant workers is increasing and they play an important role in the economy and society, it is important to earnestly address these issues, accept migrant workers responsibly, and become “A Country of Choice”.

We aim to realize inclusive economic growth and a sustainable society through the realization of decent work where migrant workers can work and live with peace of mind.

( 3 ) Organization :see chart right

( 4 ) Membership : 601 as of January, 2023



| Group                    | no  | Individual           | no  |
|--------------------------|-----|----------------------|-----|
| Private Company          | 181 | Researcher           | 44  |
| Industry Association     | 14  | Lawyer, experts      | 70  |
| Recruit Company          | 41  | Others (Individuals) | 114 |
| Supervising Organization | 59  |                      |     |
| Sending Organization     | 8   |                      |     |
| Local Government         | 10  |                      |     |
| NPO/NGO                  | 58  |                      |     |
| Embassy                  | 2   |                      |     |



# I-1. An organizational overview of JP-MIRAI



## List of committee members, officers, etc.

### Advisory Group

(approved by the General Assembly on December 9, 2022)

|                   |  |
|-------------------|--|
| Kenryo Tanaka     | Secretary General, Federation of Consumer Goods Industries & Consumer Associations (Seidanren)                                     |
| Kenichi Tomiyoshi | Vice President, Japan Textile Federation   |
| Kei Suzuki        | Full-time Corporate Auditor (Observer), Ryohin Keikaku Co., Ltd.   |
| Keiichi Ujiie     | Deputy Secretary-General, Global Compact Network Japan   |
| Naomi Kudo        | Senior Managing Executive Officer, Originator Co., Ltd/<br>Director, The Japan Association for the Employment of Foreign Nationals |

### Committee of Experts

(approved by the General Assembly on December 9, 2022)

|                   |   |
|-------------------|---|
| Shoichi Ibusuki   | Co-Director, Lawyers' Network for Foreign Technical Interns   |
| Miwa Yamada       | Director-General, Inter-disciplinary Studies Center, Institute of Developing Economies, Japan External Trade Organization (JETRO) |
| Masao Manjome     | Professor, School of Humanities and Culture, Tokai University   |
| Narisue Otsuji    | Deputy Director, Regional Bureau, Tokyo Local of Japanese Trade Union Confederation   |
| Hideyuki Hirakawa | Deputy Secretary-General/International Affairs Bureau Director <Observer>, Japan Council of Metalworkers' Unions                  |
| Oussouby Sacko    | Former President, Kyoto Seika University (from Mali)  |
| Phi Hoa           | CEO, ONE-VALUE INC. (from Vietnam)  |

### Advisory Committee (Consultation and Remedy) Members

(approved by the General Assembly on July 5, 2022)

|                   |   |
|-------------------|---|
| Narisue Otsuji    | Deputy Director, Regional Bureau, Tokyo Local of Japanese Trade Union Confederation   |
| Masato Okamoto    | General Manager, Environment, Safety & Quality Assurance Department, Teijin Frontier Co., Ltd.                                    |
| Sakon Kuramoto    | Lawyer, Business and Human Rights Lawyers Network Japan   |
| Daisuke Kamimura  | Former Director, Tokyo Bar Association and ADR Committee  |
| Hideyuki Hirakawa | Deputy Secretary-General/International Affairs Bureau Director (Observer), Japan Council of Metalworkers' Unions                  |
| Miwa Yamada       | Director-General, Inter-disciplinary Studies Center, Institute of Developing Economies, Japan External Trade Organization (JETRO) |

### JP-MIRAI Services (General Incorporated Association)

An organization established on March 18, 2022, by JP-MIRAI, a voluntary organization, for the purpose of facilitating the implementation of collaborative projects with funding from member organizations and others. Some activities such as consultation and remedy services are carried out.

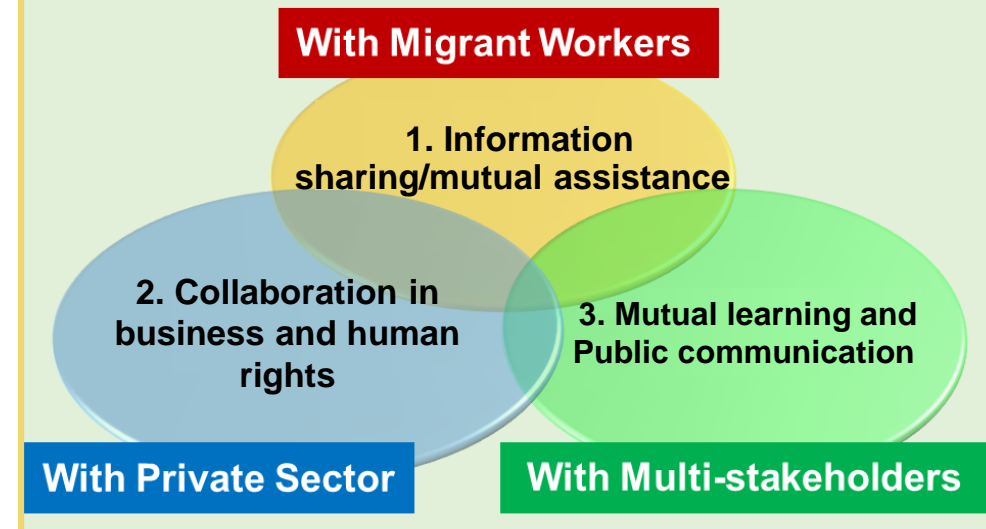
|                    |  |
|--------------------|--|
| Chairman of Board, | Kimitoshi Yabuki (Former President, Tokyo Bar Association)   |
| Board Member,      | Yosuke Okuyama (Director of Overseas Labor Management Office, Toyota Motor Corporation)            |
| Board Member,      | Kenichi Shishido (Special Advisor to the President, Japan International Cooperation Agency (JICA)) |
| Board Member,      | Mayumi Tsuruyu (Executive Officer, Seven & i Holdings Co., Ltd.)                                   |
| Auditor,           | Ayako Sonoda (CEO, Cre-en Inc.)  |



## (1) Basic Policy for Activities in 2023

- ① Clarify JP-MIRAI's messages to the public—Reorganize activities into **three pillars**.
- ② Increase JP-MIRAI's members and improve benefits for participants.
- ③ Obtain various funding to expand activities.
- ④ Review the organizational structure. Plan to establish JP-MIRAI (General Incorporated Association) in June 2023 (reorganize JP-MIRAI Service).

### 3 new pillars



## (2) Focus of activities

### (1) Information sharing/mutual assistance

- ① Focus on expanding use of the JP-MIRAI Portal (app) and enhancing its contents.
- ② Introduce the "**Self-check Sheet for migrant workers**" (= Questionnaire to check risks of human rights violations) to assess their current circumstances while empowering them.

### (2) Collaboration in business and human rights

- Based on review of the "Consultation and Remedy Pilot Project" started in 2022,
- ① fully implement consultation and remedy projects,
  - ② reinforce human rights DD initiatives, and
  - ③ bolster endeavors such as **introducing a certification system**.

### (3) Mutual Learning and Public communication

- ① Plan workshops, seminars, and other events that facilitate the participation and interaction of many members, and organize archives to make them easier to use.
- ② Strengthen internal and external communications.



## With Migrant Workers

### 1. Information sharing/mutual assistance

#### 1-1. JP-MIRAI Portal site (app) services

- Disseminate to migrant workers prior to their arrival in Japan and share information on Japan's systems and attractions to mitigate problems.
- Listen to what migrant workers have to say/ Introduce the "Self-check Sheet for migrant workers."

#### 1-2. JP-MIRAI Assist services (Sponsored by JICA)

- Operate a consultation desk for JP-MIRAI Portal registrants (ongoing).
- Promote ADR use for migrant workers (collaborative project with the Tokyo Bar Association; ongoing).
- Share information and build networks with organizations and individuals (members) supporting migrant workers.

#### 1-3. JP-MIRAI Friends services **Implementing entity: JP-MIRAI Service**

- Expand the number of users through actions such as collaborating with local governments, private organizations, and similar organizations.
- Hold networking gatherings in cooperation with similar organizations and others, and award commendations for outstanding examples of cooperation.

### 2. Collaboration in business and human rights

**Implementing entity: JP-MIRAI Service**

#### 2-1. Support services for companies and organizations

- Provide host companies with guidelines and training on accepting migrant workers.
- Conduct study tours for sending countries.

#### 2-2. JP-MIRAI Assist (consultation and remedy) services

- Operate a consultation desk service (corporate lot)
- Promote ADR use for migrant workers (collaborative project with the Tokyo Bar Association)

#### 2-3. JP-MIRAI certification services

- Create JP-MIRAI certification criteria.
- Build networks (in cooperation with certification organizations) and issue certification.

#### 2-4. Overseas supply chain management services

With Private Sector

### 3. Mutual Learning and Public communication

#### 3-1. Promote and support member initiatives

- Publicize examples of outstanding member activities that adhere to the Code of Conduct of JP-MIRAI

#### 3-2. Services to promote mutual learning

- Hold introductory seminars, JP-MIRAI gatherings, and new-member networking events.
- Implement workshops, study groups, and local government workshops.

#### 3-3. Conduct surveys and research on accepting migrant workers

- Assemble an international norms and laws research working group.
- Assemble a zero-fee working group
- Assemble a certification working group.
- Assemble a human resources development and retention working group.

#### 3-4. Share information in Japan and abroad

With Multi-stakeholders



## 1-1. JP-MIRAI Portal released! (March 2022)

With Migrant Workers

Provide useful information for migrant workers through a portal site and app.



### Content examples



Supports  
9 languages!!!

Go here to access  
the JP-MIRAI Portal site.



<https://portal.jp-mirai.org/>

**Feature #1** For overseas users, it shares information such as Japan's advantages for migrant workers (and their career development), systems, and the proper way to work in Japan by **spreading it in countries which send migrant workers.**

**Feature #2** For users in Japan, it provides easy-to-understand explanations of knowledge necessary to live and work, and directs them to the websites of Japanese public institutions.



## 1-1. Introduction of the "Self-Check Sheet for Migrant Workers" (NEW)



(1) **Purpose:** To prevent serious human rights violations and serious violations of laws/regulations faced by migrant workers

(2) **Targets (proposed):** All foreigners registered on the JP-MIRAI Portal site.

(3) **Method of inquiry (proposed):**

Use simple expressions available in respondents' native languages (9 languages) to ask about approximately 35 high-risk matters concerning human trafficking, forced labor, human rights violations, and serious violations of laws/regulations.

(4) **Implementation method (proposed):**

Send push notifications to answer the questionnaire at regular intervals (3 to 6 months) after their arrival in Japan.

→ When there is a serious issue in their answers, we will advise the respondent to contact our consultation desk "JP-MIRAI Assist" ⇒ **grasp the occurrence of grave violations in real-time!**

### With Migrant Workers

If a migrant worker's responses raise serious concerns about legal violations, the individual will be advised and directed to relevant sites or JP-MIRAI Assist (**empowerment of migrant workers**).

### With Private Sector

Raise an urgent alert/remedy and report problematic cases as human rights risks to contracting companies and organizations while taking the protection of privacy into consideration. (**contribute to the human rights due diligence efforts of companies and organizations**).

### With Multi-stakeholders

The aggregate results are publicized after making the data anonymous (**public awareness**).





## 1-2. JP-MIRAI Assist, a consultation desk for migrant workers

A pilot project has been carried out (1 year, May 2022 - April 2023)

With Migrant Workers

### "Consultation and Remedy Scheme Pilot Project" (JICA funded)

- (1) **Objective:** Implement a pilot project to build a consultation desk and remedy scheme (ADR).
- (2) **Cooperating organizations:** JP-MIRAI members (free of charge for nonprofit activities)
- (3) **Target beneficiaries:** migrant workers in Japan and others supported by nonprofit JP-MIRAI members

As a field test, the service is available to any foreigner who registers on the portal site for the time being .

### (4) Services

- ① **Consultation service** (consultation on any matter is available in 9 languages; in cooperation with local governments and NGOs)
- ② **Guiding support (Escort support)**(provide migrant workers with follow-up support for issues/concerns that are difficult to resolve on their own)
- ③ **Remedy scheme** (supporting migrant workers with the ADR established by the Tokyo Bar Association)
- ④ **Network building and information sharing** (holding workshops and other events with local governments and support organizations)

→Through the accumulation of lessons, it aims to establish a better consultation and remedy scheme!





## 1-3. JP-MIRAI Friends has launched! (in August 2022)

An interactive site for communication between migrant workers in Japan and Japanese people

**日本に住むあなたに**  
外国人と日本人のコミュニケーションサイト

**JP-MIRAI フレンズ**  
日本人と外国人がお互いに助け合えるアプリが誕生!

責任ある外国人労働者受け入れプラットフォーム(JP-MIRAI)が運用するJP-MIRAIポータルに外国人と日本人のコミュニケーションサイトが追加されます!

好きなカテゴリで近くの友達・仲間・イベントを検索できます!

生活全般  
趣味  
子育て・教育  
・・・等

イベント全般  
スポーツ  
・・・等

教室・スクール  
日本語  
各国語  
料理  
その他

助け合い  
通訳・翻訳  
助け合う/教え合う  
物のやり取り

「地元の歴史・文化を知りたい!」「日本語教えてほしい」「サッカーしたい!」  
「フッテン音楽が好きな仲間が欲しい!」「ベトナム料理を習ってみたい!」など  
目的に合わせて活用できます!

**対応言語**  
日本語・英語・中国語・ベトナム語・タガログ語・インドネシア語・ミャンマー語・ポルトガル語・スペイン語

**内容**  
・外国人支援が初めての方にもサポートがあります。  
・優秀事例表彰など多くの方に参加いただける工夫をしています。  
・対応言語: 投稿・返信も自動翻訳されます。  
自動翻訳はGoogle翻訳(8月中に対応予定)  
投稿・返信は9言語以外も対応予定

**【禁止事項】**  
差別・誹謗・悪意の紹介、政治的メッセージの発信、誹謗中傷その他違法行為に類する投稿・返信は禁止です。アカウント削除となります。

**アクセスはこちら**

iOS版



アンドロイド版



運営主体  
JP-MIRAI共同事務局  
(JP-MIRAIサービス)

お問い合わせ先  
一般社団法人JP-MIRAIサービス  
friends@jp-mirai.or.jp



### Background and concept

- Various questionnaire surveys show that many foreigners in Japan have expressed **disappointment over not having Japanese friends.**
- On the other hand, there are **many Japanese people who want to help foreigners as individual.**
- Through mutual support between foreigners and Japanese, migrant workers can feel more self-affirmation and self-assurance **and it will prevent isolation of migrant workers.**

### Features:

- Users can post information about events and matters they would like to share or help with.
- Users can search for nearby friends and events using functions such as location information.
- Automatic translation of posts and replies is available using Google Translate.
- Trainings for supporters are available.
- The app introduces outstanding examples of interaction and awards a grand prize for "Likes."

Go here to use  
JP-MIRAI Friends.  
(JP-MIRAI app)



iOS version



Android version



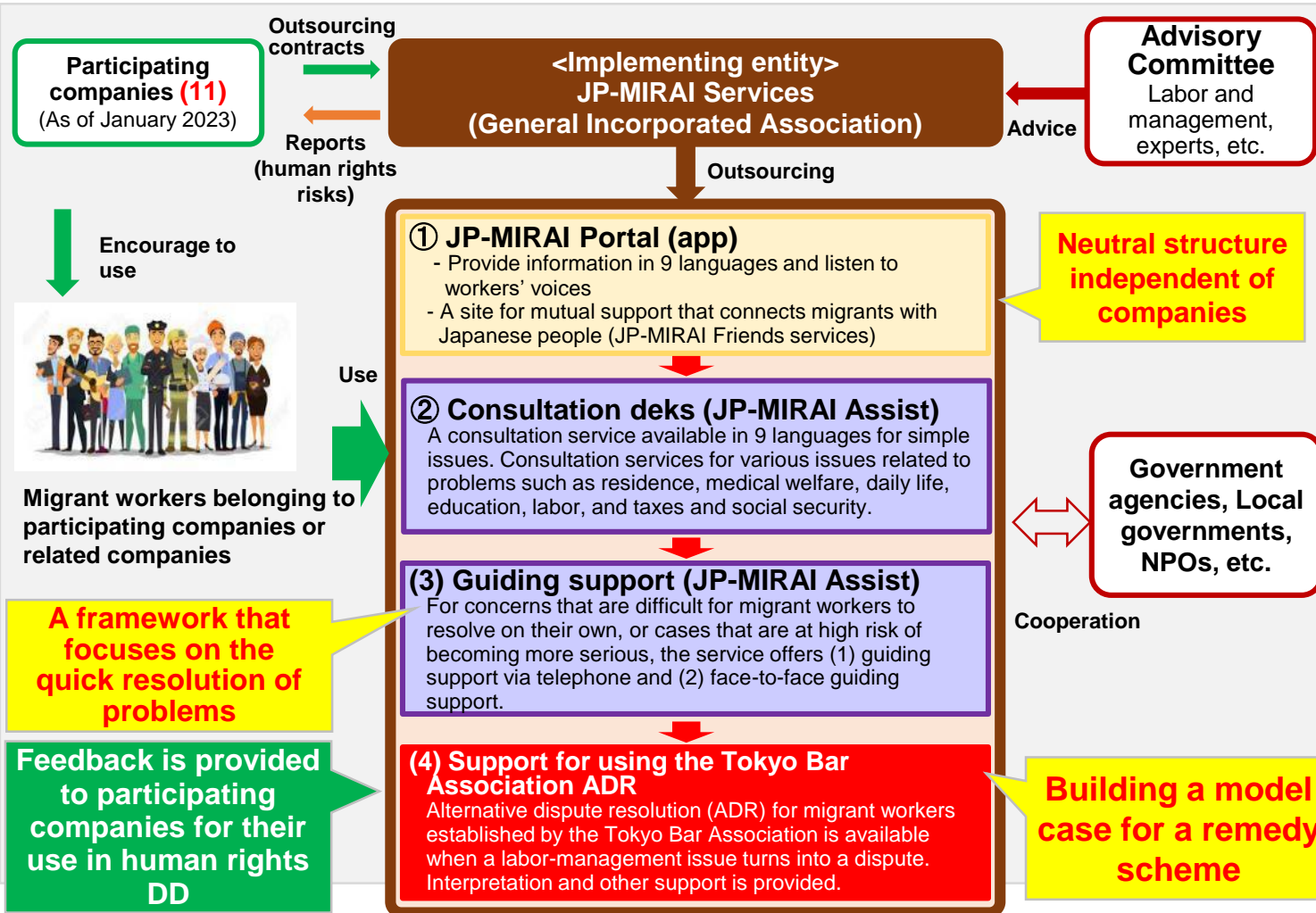
This project is implemented by JP-MIRAI Service through the dormant deposit utilization project.



## 2-2. JP-MIRAI Assist (Pilot Project 2022)

With Private Sector

- ① Contribute to the establishment of a human rights due diligence framework and
- ② create a model case for a remedy scheme.



### Implementation outline (in brief)

**Period: 1 year from May 2022**

(full-scale implementation planned from FY2023)

**Targets: Migrant workers associated with participating companies and affiliated companies/ supplier companies** (for any person working in Japan, regardless of status of residence; inquiries from Japanese nationals are also accepted)

**Available languages: 9**

English, Chinese, Vietnamese, Tagalog, Indonesian, Myanmar, Portuguese, Spanish, and Japanese

**Participation fees** (tax included; as of January 2023):

- ❑ Companies with up to 1,500 eligible migrant workers: 1,650,000 yen (≒ 12,500USD)
- ❑ Small and medium - sized enterprises: 165,000 yen (≒ 1,250USD)

**Link:** [JP-MIRAI Consultation and Remedy Pilot Project \(corporate lot\) - Japan Mirai](https://jp-mirai.or.jp/corporate/lot/)

**Contact: JP-MIRAI Service**

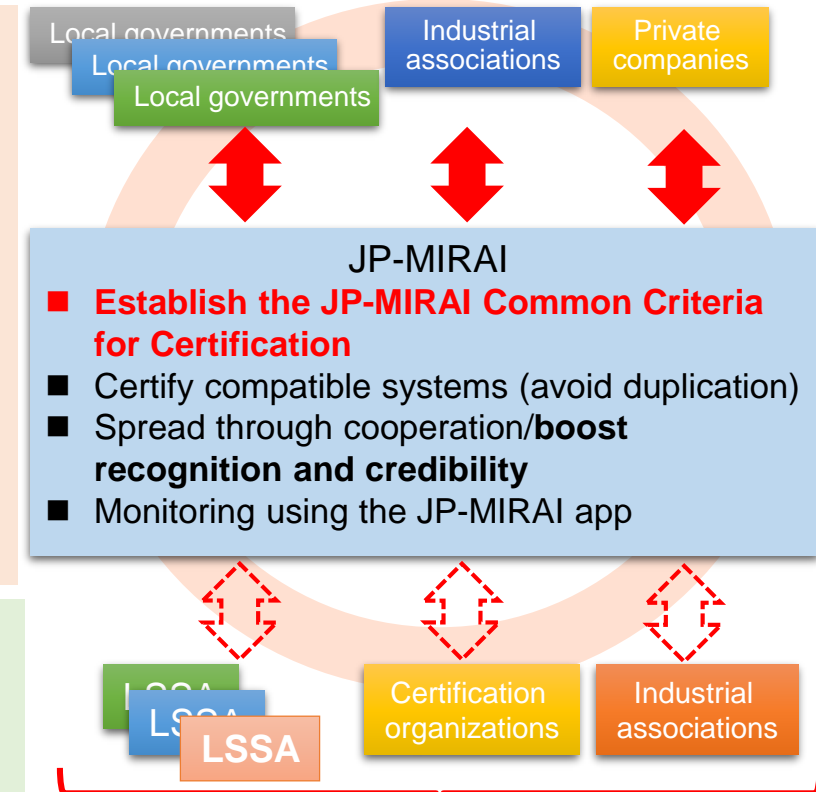
email: [info@jp-mirai.or.jp](mailto:info@jp-mirai.or.jp) Telephone: 03-6261-5539



## 2-3. Creating the JP-MIRAI Certification System (NEW)

With Private Sector

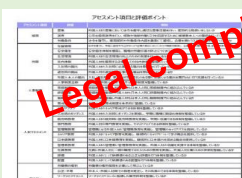
- (1) **Objective:** ① To improve incentives for companies, supervising organizations, registered support organizations, and others that tackle appropriate acceptance of migrant workers, and create a framework in which certified employers and supervising organizations are chosen (a recruitment route safe for migrant workers)
- (2) **Basic Policy:**
- ① Collaborate with more organizations to create a system closely linked to existing initiatives as much as possible.
  - ② Raise recognition in Japan and abroad.
  - ③ Establish a low-cost, highly accurate system by utilizing tools such as the "Self-check for migrant workers" to create a certification system accessible to more companies, including small and medium-sized enterprises.
  - ④ Prioritize to create a system for host companies, while one for supervising organizations and registered support organizations will be conducted in the next FY.



(Illustration)

### Self-check Sheet

(host companies/  
organizations)



Also serves as screening  
at the time of admission



### On-site audit

(conducted by the private sector, local  
governments, industrial associations,  
labor and social security attorneys, etc.)



Submits reports



### Migrant Worker's Self Check Sheet



Introduces  
monitoring system



Through collaboration with entities including the Japan Federation of Labor and Social Security Attorney's Associations and private businesses, the aim is to build a network of human resources responsible for screening **in order to create a system that can be inexpensively utilized by small and medium-sized enterprises.**



## 3-2. Seminars and study sessions

With Multi-stakeholders

JP-MIRAI organizes various study groups, workshops, and seminars to promote understanding among members, and makes materials and videos available on its website. In 2023, a variety of activities are planned, including networking events among members.

### Meetings held in 2022 (for reference)

#### Study Group on Business and Human Rights Initiatives in Other Countries (3 sessions)

Feb. 15 Session 1: "Global Trends and Japanese Government Policy"

Feb. 22 Session 2: "Initiatives in Western Countries"

Mar. 8 Session 3: "Human Rights Initiatives in the Private Sector"

#### Study Group on "Considering Desirable Acceptance Systems for Foreign Talent to Make Japan a Country of Choice" (3 sessions)

May 31 Session 1: "The Vulnerability of Migrant Workers"

Jun. 30 Session 2: "Differences in Worker Vulnerability by Origin Countries"

Jul. 28 Session 3: "Host Countries and Migrant Workers' Vulnerability: Do host country systems make difference for migrant workers vulnerability?"

#### Study Group to discuss Certification systems for Host Companies and Organizations (3 sessions)

Aug. 25 Session 1: "Learning from the Efforts of Local Governments and Industrial Associations"

Oct. 13 Session 2: "How to Achieve Global Standards"

Nov. 17 Session 3: "Private Sector Initiatives and the Role of JP-MIRAI"

#### Seminars, etc.

Jan. 14 "In-depth Discussion: What is the Future Vision for Accepting Migrant Workers in Japan?" (members exclusive)

Jan. 21 "A Tool-sharing Session for Supporters and Employers" (members exclusive)

Feb. 21 "A Roundtable Discussion on Cases Involving Construction Industry SMEs and Accepting Migrant Workers"

Jul. 5 "Public Forum: JP-MIRAI's Efforts to Make Japan a Country of Choice"

Sep. 14 "A Workshop for Supporters of Foreigners" (Okinawa)

Nov. 21 "Learning from the Issara Institute, a Southeast Asian NGO: Addressing labor issues in the global supply chain"

Nov. 24 "Seminar on Responsible Business Conduct: Corporate behavior based on the guidelines of the Japan Textile Federation and the Japanese government"



## 3-2. Seminars and study sessions

With Multi-stakeholders

**Workshops for local governments, international associations, etc.**  
Workshops on common issues such as policy and IT are planned in 2023.

■ Events in 2022 (for reference)

**JICA Kyushu-University of Miyazaki Joint Seminar Series: Strategic Introduction of Highly Skilled Foreign Human Resources and Being a Region of Choice – The “Miyazaki-Bangladesh Model” (3 sessions)**

Session 1: April 27, Session 2: June 27, Session 3: August 4–5



Exchange of opinions with B-JET graduates working for an IT company in Miyazaki (Photo by University of Miyazaki)



Participants discussing to create an action plan (Photo by University of Miyazaki)

**"Potential of Collaboration with the Glocal Hatara-Kurasu Gunma Project" (a lecture by Prof. Megumi Yuki of Gunma University)**

May 25

### Member activities briefing

A semi-annual meeting to share good practices

■ Meetings held in 2022 (for reference)

➤ **July 5 Activities briefing in the first half of the year (7 organizations)**

- (1) Alps Business Creation Co., Ltd.
- (2) AEON Co., Ltd.
- (3) ASICS Corporation
- (4) Mizuno Corporation
- (5) Okinawa International Exchange & Human Resources Development Foundation
- (6) Incorporated NPO Adovo
- (7) Akira Yoshikai (Japanese Influencer)

➤ **November 18 Activities briefing in the second half of the year (7 organizations)**

- (1) Kayama Kogyo Co., Ltd.
- (2) Business Navi Cooperative
- (3) Meiji Holdings Co., Ltd.
- (4) Foreign Caregivers Support Center Inst.
- (5) Saichi Kurematsu (ex-Member of Labor Union)
- (6) The Juridical Foundation for International Personnel Management
- (7) Iwata Association for International Communications and Exchanges



## 3-4. Sharing information in Japan and abroad

With Multi-stakeholders

### Cooperation among members

■ Meetings held in 2022 (for reference)

- **January 21 "Briefing on a Fact-finding Survey of Vietnamese Residents in Japan: Issues faced by Vietnamese residents in Japan and endeavors for the future (in collaboration with ONE-VALUE Co., Ltd.)"**
- **January 25 "The Ideal Inclusive Society Based on Lessons Learned from Experiences Accepting People of Japanese Descent" (collaboration between JICA and JP-MIRAI)**
- **February 3 "The Way Forward in Japan: People of Japanese descent in Japan—from a migrant worker to professionalism" (collaboration between JICA and JP-MIRAI)**

- **JP-MIRAI Youth (support for activities by young people)**  
A workshop and networking event "Daionji Interview—Putting forms of support into words"

### Communicating with relevant organizations

- **Meeting with Director of OECD International Migration Division (explanation of JP-MIRAI)**
- **Briefing to Mercy Corps (USAID commissioned), UNDP, ILO, and others**
- **Meetings with U.S. Embassy, German Embassy, and other embassies**

### Sharing information in Japan and abroad

■ Meetings held in 2022 (for reference)



June 27  
Visiting the ISSARA Institute



August 8  
Embassy of Thailand in Tokyo  
Meeting with the Minister Counselor  
(in charge of labor)



August 10  
Reporting JP-MIRAI initiatives at "Making Japan a 'Country of Choice'—An agenda for achieving an inclusive society" (co-hosted by Keidanren, JCIE, and JICA; supported by JP-MIRAI) (Photo: JICA)



## 3-4. Sharing information in Japan and abroad

With Multi-stakeholders

### ■ Sharing information via website, social media, and newsletters



### ■ Major press coverage in 2022

| Media name               | Publication date | Contents   |
|--------------------------|------------------|--|
| Sustainable Brands Japan | May 31           | "Multiple Companies Including Toyota and Seven & i Start Collaborating on Human Rights Remedies for Foreign Migrant Workers" (article)           |
| The Mainichi             | June 14          | Editorial in the morning edition, page 5: "Human Rights Violations Over Supply Chains: Awareness and Action Needed to Protect Workers" (article) |
| NHK Good Morning Japan   | June 23          | Introduction to the JP-MIRAI Migrant Worker Consultation and Remedy Pilot Project (video)  |
| The SEN-I-NEWS           | July 7           | Page 2 "JICA and Others Share Issues at Activities Briefing on Making Japan a Country of Choice for Foreign Human Resources" (article)           |
| Senken Shimbun           | July 7           | Page 4 "JP-MIRAI: HOLDING A MEMBER ACTIVITIES BRIEFING" (ARTICLE)  |
| The Japan Times          | September 5      | JAPAN'S FOREIGN WORKERS FACE A NEW POST- COVID LANDSCAPE (article)   |





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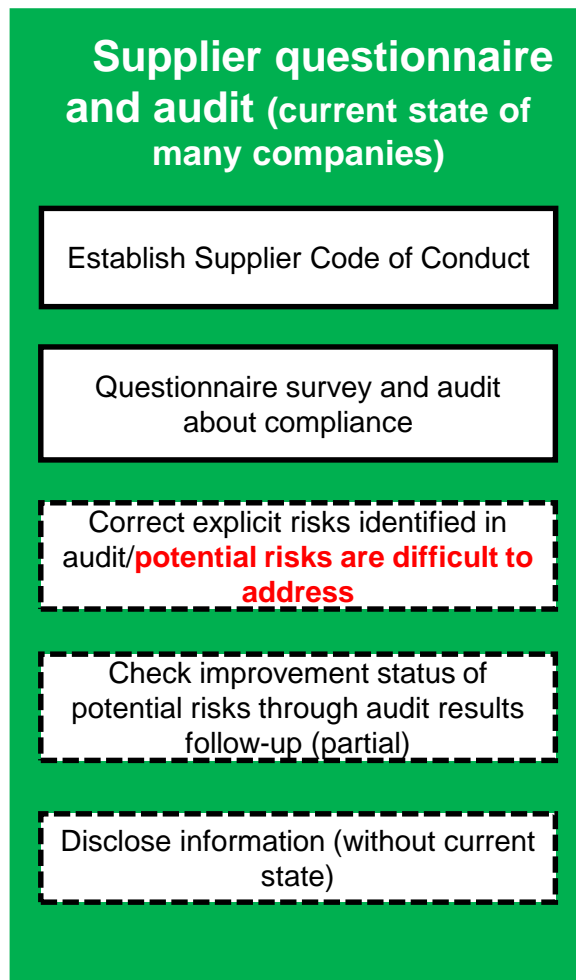
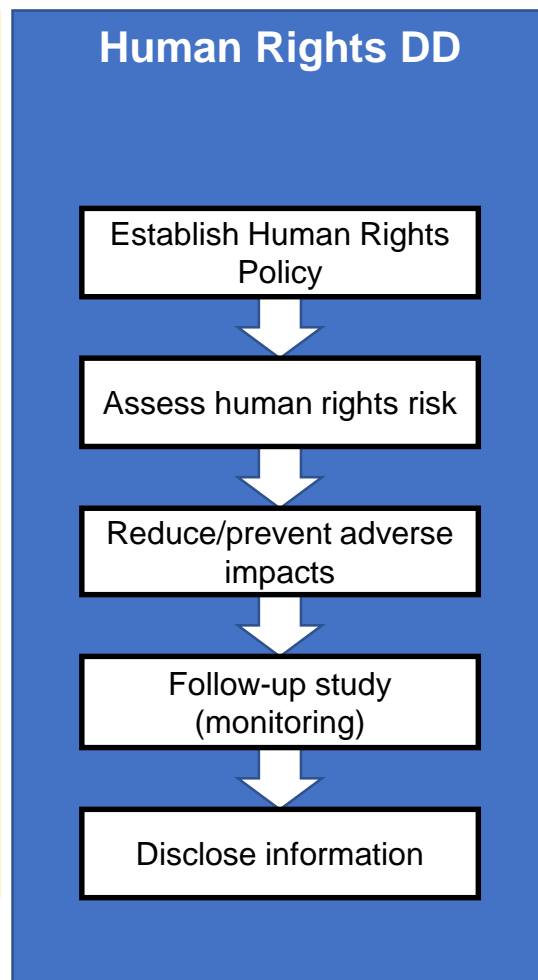
## II. JP-MIRAI Packages for Businesses 2023



## (1) Tasks related to Human Rights Due Diligence

### Current Situation and Issues

- Introducing Supplier Code of Conduct and improving its functions to strengthen supplier chain management so as to clarify requirements to suppliers.
- Identifying potential risks related to human rights by listening to workers.
- Identifying causes through human rights risk assessment and taking countermeasures.
- Increasing effectiveness of human rights DD through PDCA in the monitoring process.



- 50% of the companies conduct human rights due diligence. However, it is mostly about their own companies and group companies, and there is not enough management of the upstream supply chain. **There is a concern about the competitiveness gap with companies in other countries (Europe and the United States).**

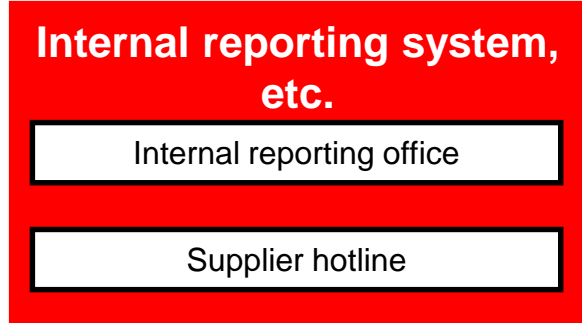
- It is not known **how to identify potential human rights risks**. Mitigation or correction measures cannot be taken against such risks. There is no monitoring system, and **PDCA cycle is not functioning**.



## (2) Actions Required for the Grievance Mechanism

- Using a monitoring system, the grievance system covers suppliers' workers.
- Providing remedy through fair mediation through joint efforts.

**Grievance mechanism**



**Issues to be addressed**

|          | Internal reporting system  | Supplier hotline   |
|----------|--|--|
| User     | Officers, employees, part-time workers, temp staff, etc.<br>* Supply chain workers are not included.   | Usually management and sales personnel of suppliers and manufacturing subcontractors.<br>* Supply chain workers are not included.  |
| Language | Japanese and English<br>* Migrant workers cannot seek consultation in their native language.   | Japanese (English)<br>* Migrant workers cannot seek consultation in their native language.   |
| Subject  | Usually limited to matters related to laws and internal regulations<br>* Without a reporting system in suppliers and manufacturing subcontractors, it is not possible to conduct risk management of the whole supply chain and there is a high risk that grievances are handled in the form of external reporting. | Usually limited to misconducts (violation of Code of Conduct, etc.) of procurement personnel of the company and its group companies<br>* It is not third-party reporting. Reporting is difficult and is not functioning.<br>* There is no system to receive the voice of suppliers' workers. |



### (1) Overview of the 2022 Consultation and Remedy Pilot Project (Guidelines (07/21/2022 version))

- 1. Purpose:** With the cooperation of JP-MIRAI, participating companies and related companies, and through consultation and remedy activities for migrant workers, (1) contribute to the establishment of a human rights due diligence system, and (2) development of model cases of a remedy mechanism, based on the Guiding Principles on Business and Human Rights, to accumulate experience to communicate and expand to external parties.
- 2. Period of the pilot project:** May 1, 2022 – end of April 2023 (The project period includes the preparation period to establish a consultation and remedy office. The office will be established on May 23, 2022.)
- 3. Eligible persons:** migrant workers etc. who work for participating companies and related companies (in Japan)

(Note) Related companies are the companies that have a capital relationship with participating companies, and supply chain (SC) companies specified by participating companies.

#### 4. Project overview

- 1. Utilization of the JP-MIRAI Portal:** Actively sending information necessary to live/work in Japan in multiple languages (8 languages\* + Japanese) (already launched) \*English, Chinese, Vietnamese, Tagalog, Indonesian, Burmese, Portuguese and Spanish
- 2. Consultation Desk:** Receiving inquiries on the portal site described in ①, social media, phone, etc. Providing an easy-to-use consultation system (including specialist consultation; also allowing Japanese employees to make inquiries).
- 3. Guiding support:** Minimizing any issues that may become serious. The contracted consultation desk service provider initially handles grievance, and cooperation with partners will later be established in a phased manner.
- 4. Out-of-court mediation mechanism:** Using the Tokyo Bar Association Dispute Resolution Center (newly established). Providing support (interpretation, etc.) for the utilization of the ADR if both management and labor sides agree. The employer bears half of the cost.
- 5. Reporting to participating companies:** Through a monitoring system using the JP-MIRAI portal (application), making quarterly reports about consultation provided to migrant workers of the participating companies (and their related companies) and sharing information of individual cases (with the consent of the workers).



## (1) Overview of the 2022 Consultation and Remedy Pilot Project (Guidelines (as of January 2023))

5. **Implementing organization:** JP-MIRAI Service

6. **Service provision:** Contracted out to the following companies.

(1) Consultation desk and (2) Guiding support: Citizen's Network for Global Activities (CINGA)

(3) ADR: Using Tokyo Bar Association Specialty ADR (Covering the cost that workers cannot bear)

7.8. (Omitted)

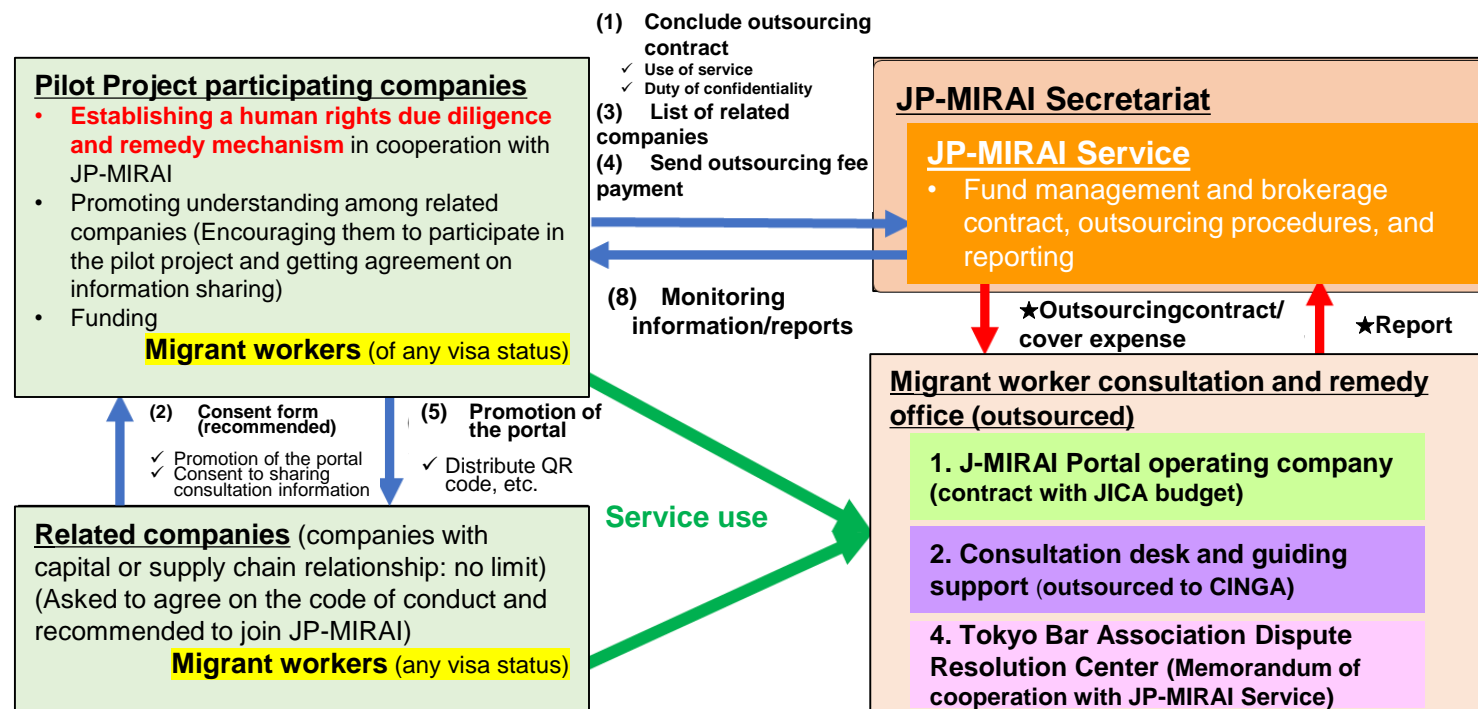
9. **Participation fee:** To be determined according to the size, number of employees to be covered, etc. of the participating company. Participation fee after October 1, 2022, is as shown below.

### Participation Fee

(revised on October 1, 2022)

| Category               | Fee                             | Size (roughly)  |
|------------------------|---------------------------------|---|
| Large enterprise       | To be discussed                 | 1,500 or more migrant workers<br>Fee to be determined depending on the company size, etc. |
| Middle-size enterprise | 1,500,000 yen + consumption tax | Fewer than 1,500 migrant workers  |
| Small enterprise       | 500,000 yen + consumption tax   | Small to medium-sized enterprise  |

Right: Scheme Diagram





## (2) Overview of the 2022 Consultation and Remedy Pilot Project (as of January 2023)

- (1) **Participating companies:** 11 (Aishin Corporation, Ajinomoto Co, Inc., Isuzu Motors Ltd., Kao Corporation, Subaru Corporation, Seven & I Holdings, ORJ Inc., Toyota Motor Corporation, Toyota Tsusho Corporation, Mitsui Fudosan Co., Ltd., and Ryohin Keikaku Co., Ltd.)
- (2) **No. of related companies and their migrant workers:** Approx. 100 companies and 5800 workers (based on the reports from participating companies)
- (3) **No. of consultation cases:** 282 cases (No case of guiding support or ADR)
- (4) **Issues raised from participating companies:** As shown below





### ( 1 ) Basic Policy for Packages for Businesses 2023(as of January 2023)

In light of the challenges faced by businesses and the experience of the 2022 pilot project, JP-MIRAI will provide **Packages for Businesses** to complement the participating companies' activities related to Business and Human Rights and provide comprehensive support.

#### 1. Improvement of corporate activities to promote understanding

- a. Corporate training (A few times a year; personnel of related companies (including suppliers) can participate)
- b. Individual support (referral to advisors, lawyers (limited use), consultants, etc. (Each company should have a contract with a consultant.))
- c. Study tour (for separate fee; a few times a year; destinations in 2023 include such as Vietnam and Indonesia etc.)

#### 2. Identification of potential human rights risk for migrant workers in real time (Strengthening of human rights DD and prompt measures) [See Page 8]

##### 1. Introduce Migrant Worker Self-Check Sheet

- Feed information back to participating companies with attention to personal information protection. (Statistical processing)
- Establish a system to enable the company to take prompt measures in case a serious problem is found.

#### 3. Changes in the structure of the multilingual consultation desk (Change of consultant placement according to the number of cases)



### ( 1 ) Basic Policy for Packages for Businesses 2023 (as of January 2023)

#### 4. Actions for **diverse supply chain management**

- a. Diversify participation methods (including direct contract between supplier and JP-MIRAI Service)
- b. Improve reporting method (Share information with participating companies in case of serious case or lawyer guiding support (personal information to be provided with the consent of the worker))
- c. **Coordinate with the internal reporting system.** (With the consent of the migrant worker, contact the internal reporting office of the participating company and shift to monitoring.)
- d. Industry associations, supervising organizations, registered support organizations, etc., can also use the package for monitoring with cooperation of the employer.

#### 5. Official implementation of a **remedy mechanism (ADR)** (in cooperation with Tokyo Bar Association)

#### 6. Introduction of a **certification system.** [See page 12.] (Create a mechanism to allow small to medium-sized enterprises that are not covered by SC management to participate (in 2023).)

#### 7. **Other improvements** (1. Organize/clarify workflow; 2. Improve the application, 3. Enhance information security, 4. Strengthen the structure of the secretariate, etc.)

#### 8. **Cost reduction using economies of scale** (Get as many participating companies as possible.)

#### 9. Clarification of requirements for participation – responsibilities of brand holders

- a. Establish Human Rights Policy (covering supply chain management)
- b. Explain to related companies and gain enough understanding and cooperation (for phased expansion to the supply chain).
- c. Develop an internal reporting office. (It is recommended to include migrant workers employed by suppliers.)
- d. Make sure the company and related companies will not take actions that give disadvantages to migrant workers in case there is an issue.





## (4) Perspective of the Activities for Packages for Businesses 2023

Support corporate human rights initiatives

### 2-1. Support to businesses and organizations (NEW)

1. Guidelines for companies employing migrant workers and corporate training
2. Advice from advisors and lawyers
3. Study tours in the countries sending workers
4. Referral to consultants, etc.

Work jointly and learn

### 3-2. Workshops, breakout sessions, etc.

1. Study group on the fee to be paid before arrival in Japan
2. Zero fee breakout session, etc.

Consultation and remedy for prompt problem solving

### 2-2. JP-MIRAI Assist (consultation and remedy)

1. Operate consultation desk (corporate lot).
2. Promote the use of ADR for migrant workers. (Collaboration with Tokyo Bar Association)

Feed back the consultation details, etc. to the companies

Identify issues with migrant workers of the company/SC and take prompt measures

### 1-1.2 Migrant Worker Self-Check Sheet (NEW) (Questionnaires)

(Under development as part of JP-MIRAI application) provide data to companies



Be worthy to be selected + Cooperate with good companies and organizations

### 2-3. JP-MIRAI certification (NEW)

1. Create criteria for JP-MIRAI certification
2. Establish network (Cooperation with the certifying organization)
3. Issue certificates

System that covers small and medium-sized companies

### 2-4. Study on overseas supply chain management (NEW)

### 3. Send information within and outside Japan (as good practice)

## II-3. JP-MIRAI Packages for Businesses 2023



### (5) Packages for Businesses 2023 and Participation Fee (Draft)

| Name                                   | Outline  | Participation fee (before tax)  | Corporate training   | Advisor consultation                       | Referral to consultant, etc.     | Provision of human rights violation risk info | Multilingual Consultation desk and remedy mechanism   | Lawyer's guidance for problem solving |
|--|--|---|--|--|----------------------------------|---|---|---------------------------------------|
| <b>SC Management Basic Program</b>     | <ul style="list-style-type: none"> <li>● <b>Subscribers and their SC companies can use various services</b> such as Training, advisor and lawyer consultation, consultation desk, remedy mechanism, etc.</li> <li>● Subscribers receive information about SC companies' risks and activities related to human rights for supply chain management..</li> </ul>  | 100,000 yen/month + 5000 yen/month for each SC company                    | Available for subscribers and SC companies   | Available for subscribers and SC companies | Referral only (for separate fee) | Available for subscribers and SC companies    | Available for subscribers and SC companies  | Available (up to 2h/year)             |
| <b>SC Management Expansion program</b> | <ul style="list-style-type: none"> <li>● <b>Expansion program covers provision of information about general users of App (migrant workers)** for cases where they contacted JP-MIRAI consultation desk not via "Packages for Businesses", and consultation and remedy are also available for Japanese workers.</b></li> <li>● Subscribers are provided with communications and case information preferentially as premium partners.</li> </ul> | 200,000 yen/month + 5000 yen/month for each SC company                    | Available for subscribers and SC companies<br><b>Individual workshops can be arranged.</b> | Available for subscribers and SC companies | Referral only (for separate fee) | Available for subscribers and SC companies    | Available for subscribers and SC companies<br><b>Japanese workers can also use consultation</b> | Available (up to 4h/year)             |
| <b>Stand alone program</b>             | <ul style="list-style-type: none"> <li>● <b>Supporting business and human rights activities conducted by a contracting company</b></li> <li>● Available services include participation in training, advisor consultation, provision of human rights risk information, consultation desk, and remedy mechanism.</li> </ul>  | 50,000 yen/month (for small and middle-size companies*: 10,000 yen/month) | Available  | Available                                  | Referral only (for separate fee) | Available                                     | Available   | <For separate fee>                    |

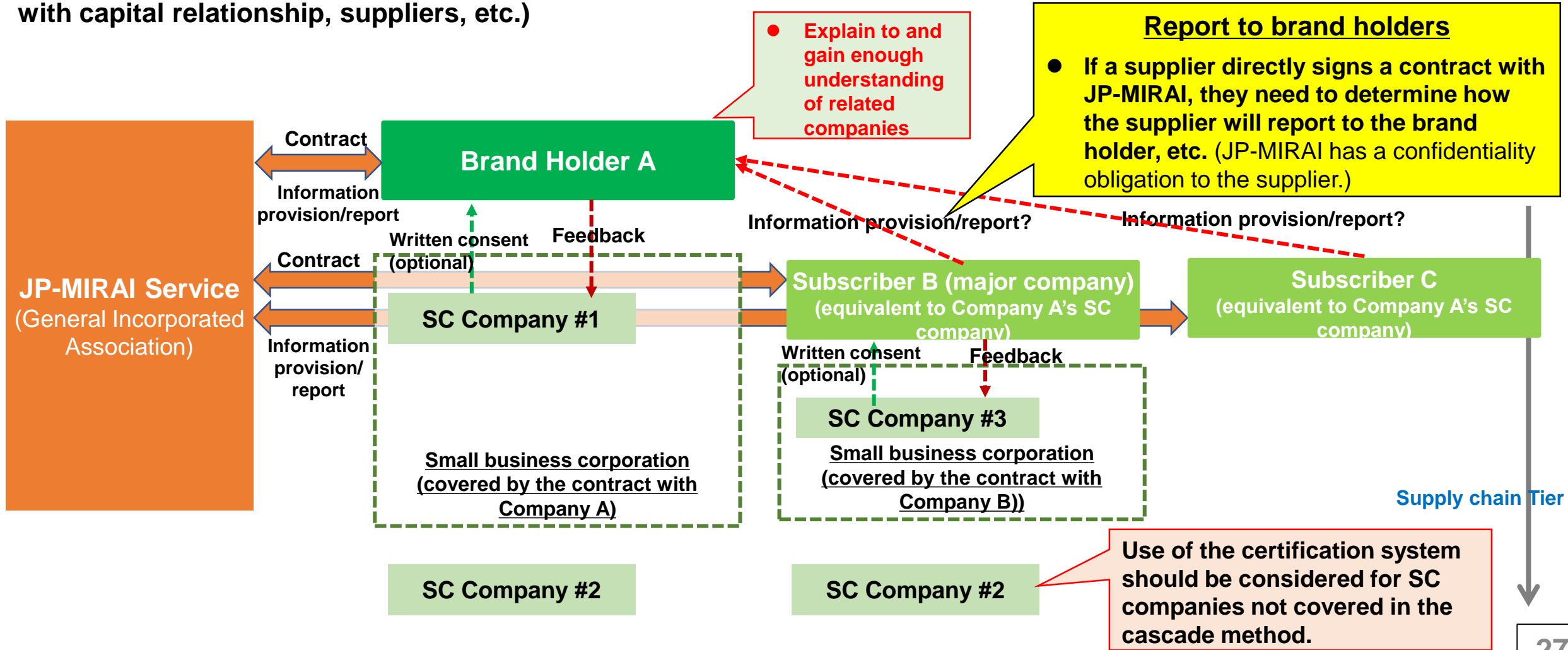
\* Companies with 300 or fewer employees as specified in the Small Business Act

\*\* General users (migrant workers) of JP-MIRAI application registered via other routes than the routes of subscribers or related companies and who obviously work for subscribers' related companies



## 0. Prior Study Stage

Determine the SC management method before system introduction through discussion with related companies (those with capital relationship, suppliers, etc.)





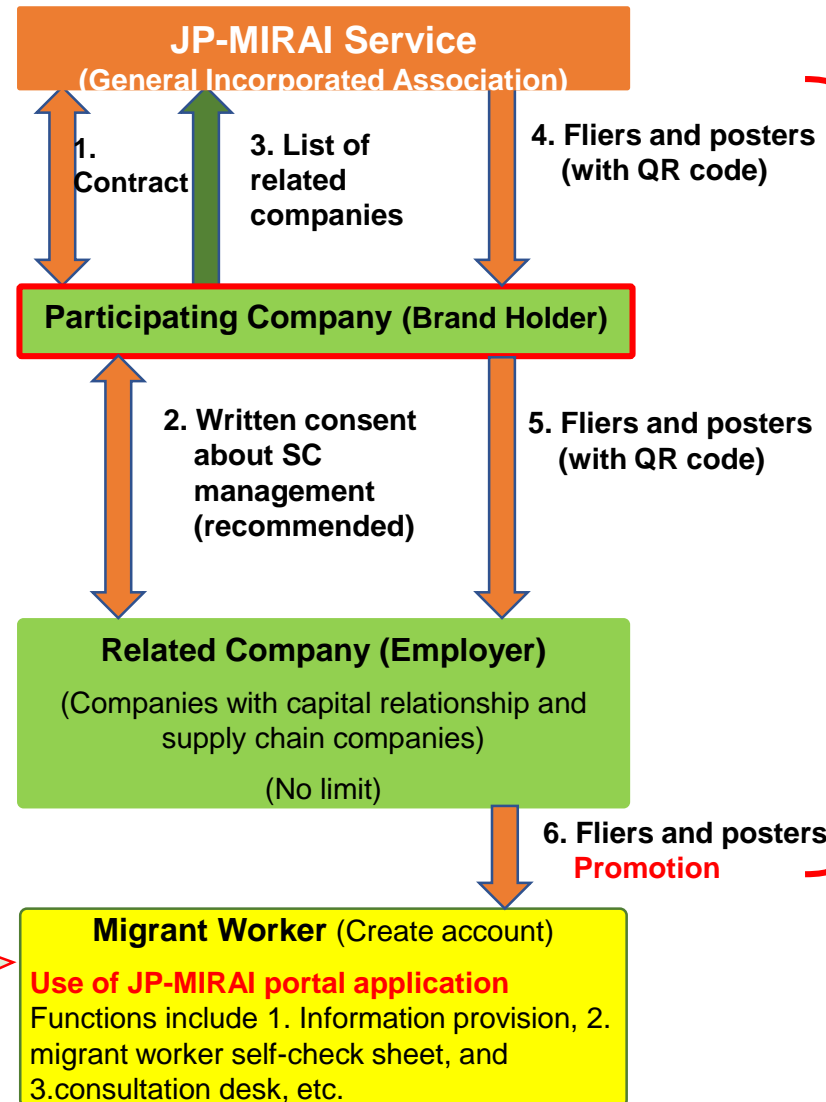
## 1. Preparation Stage (After Signing Contract)

### Roles (responsibilities) of participating companies (BHs)

- Establish human rights policy (covering SC management)
- Explain to related companies and gain enough understanding and cooperation
- Establish internal reporting office
- Make sure the company and related companies will not take actions that give disadvantages to migrant workers in case there is an issue

### Privacy Policy

- Migrant workers are asked to agree to the privacy policy based on the Act on the Protection of Personal Information when creating a user account.
- JR-MIRAI does not provide personal information to outside parties (including participating corporations) without the consent of the person.

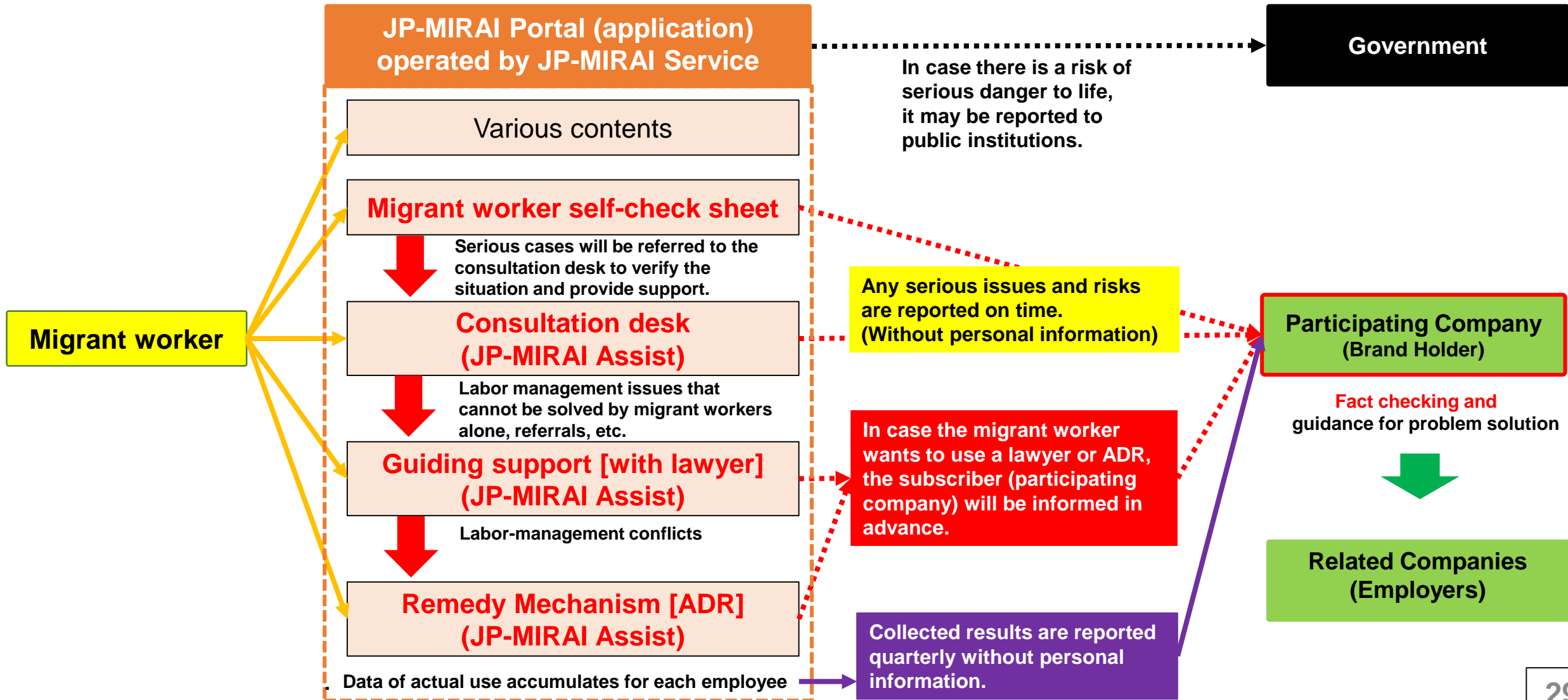


### Fliers and posters (to be prepared for each company)

- Brief operating instructions in 9 languages (and an operating instruction video)
- Fliers and posters have a QR code for a link to the portal site (including corporate numbers of the participating company and related companies). If users create an account using the link, BH and employer will be identified.



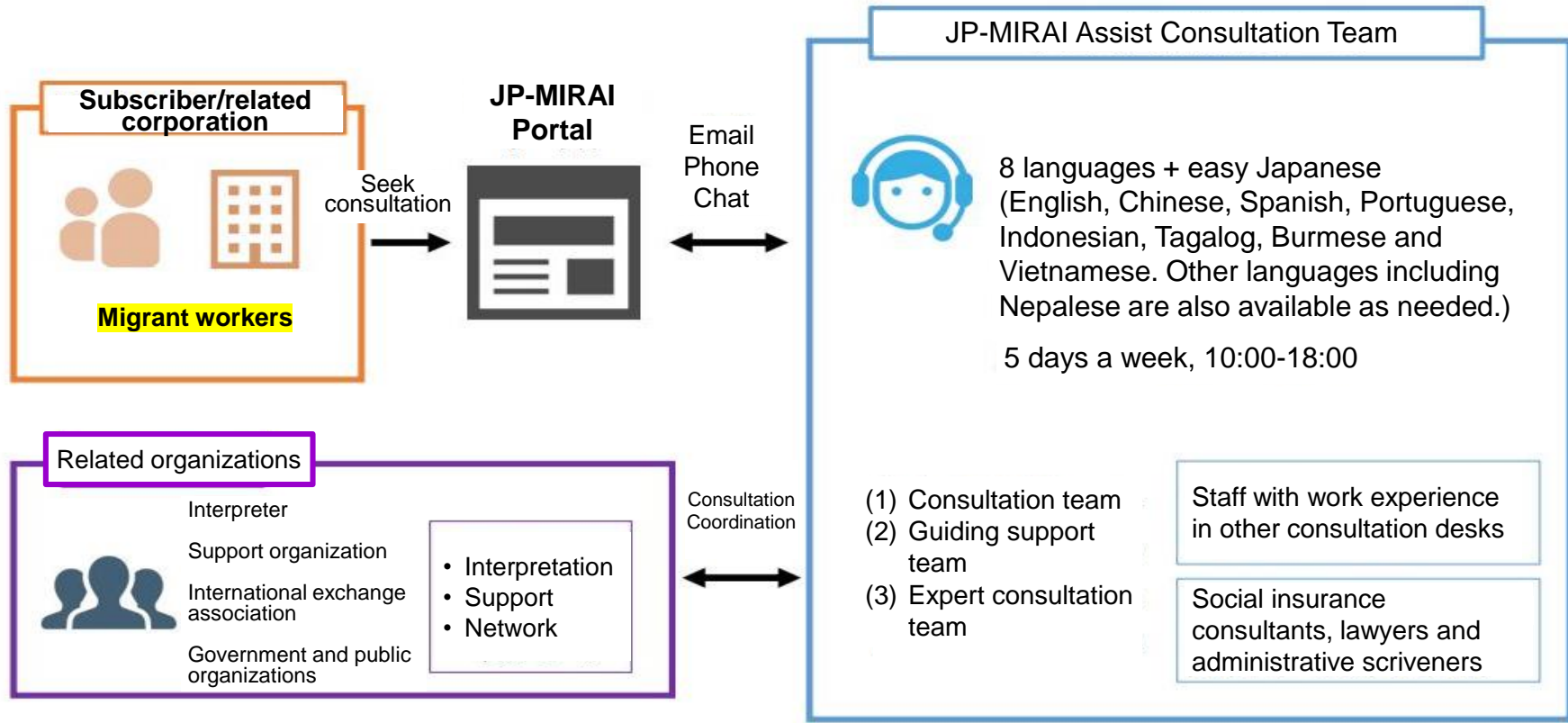
## 2. JP-MIRAI Portal (Application)/JP-MIRAI Assist Utilization Stage





## 2. Consultation Desk (JP-MIRAI Assist)

### Implementation Structure



### Service provider

|                |  |
|----------------|--|
| Name           | CINGA (Citizen's Network for Global Activities)                                  |
| Office         | 2-3 Kanda Kosho Center Building 6F, Jinbo-cho, Kanda, Chiyoda-ku, Tokyo 101-0051 |
| URL            | <a href="https://www.cinga.or.jp/">https://www.cinga.or.jp/</a>                  |
| Representative | Kazuo Okubo  |
| Established    | October, 2004  |

**Having won contracts for similar services from Tokyo Regional Immigration Services Bureau, Tokyo Metropolitan Government, Organization for Technical Intern Training, etc.**



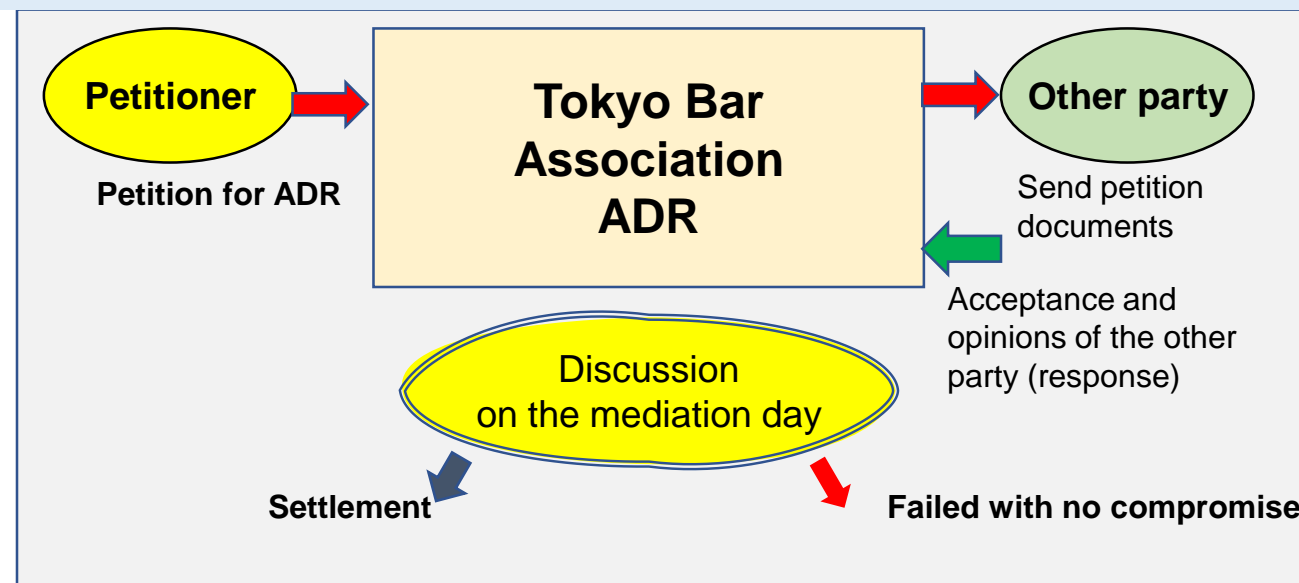
## 3. Remedy Mechanism (Use of Tokyo Bar Association ADR)

**ADR** • • • **Alternative Dispute Resolution** (Dispute resolution processes without a trial)

→Typically mediation process (Process to resolve conflict with mediators working between the parties in conflict and providing support for their discussion)

### <Characteristics of ADR>

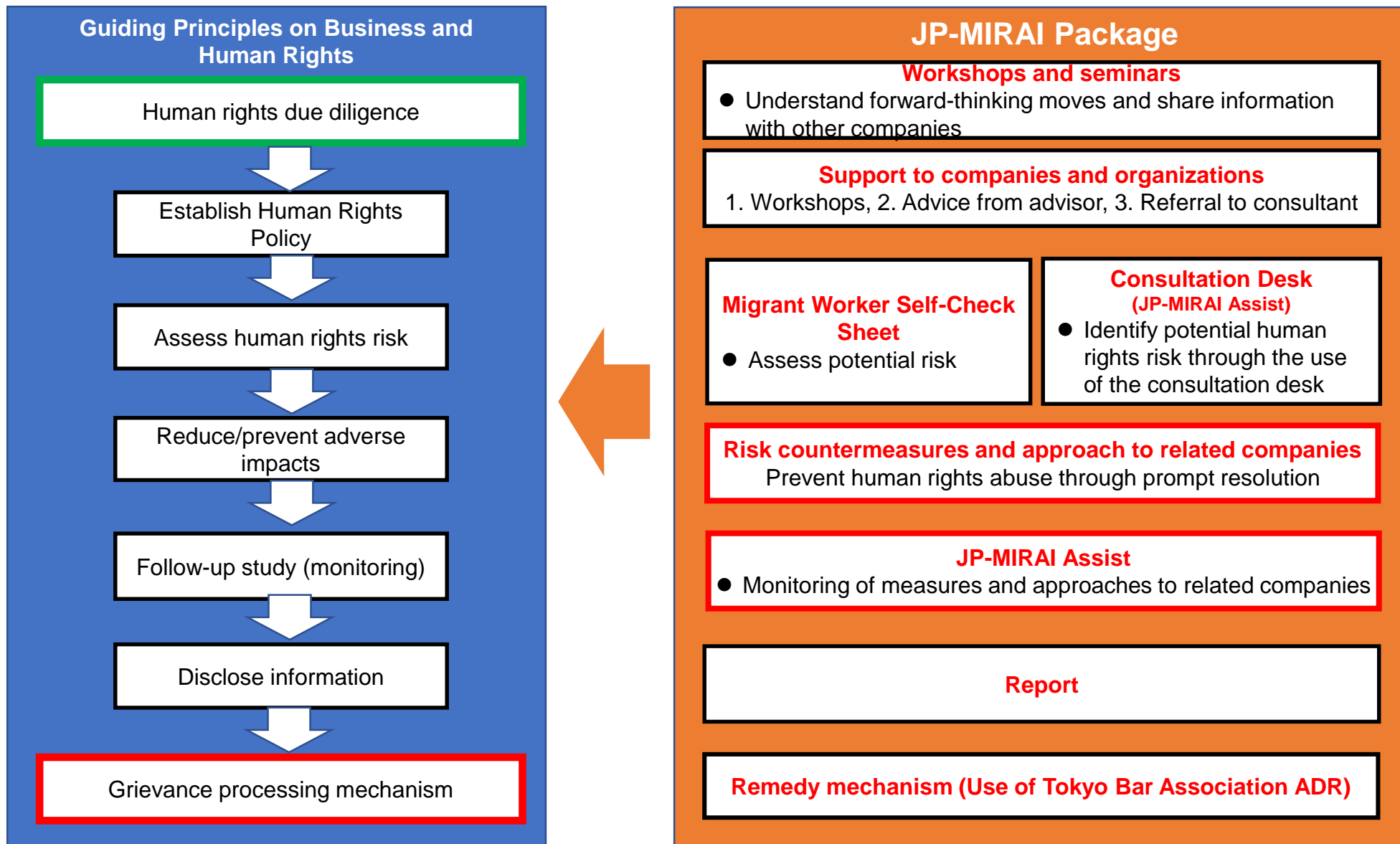
- Mediation of a third party.  
⇒ **Neutral and fair.**
- Quicker resolution compared with a trial (in most cases).  
⇒ **Good for both workers and management.**
- Unlike a trial, it is closed, and information can be managed.  
⇒ **Lower risk for reputational damage. It can be open at the company's discretion.**
- Overwhelmingly more cost effective, considering the risk of reputational damage by report from outside and trial cost.  
⇒ **Knowhow for case handling can be collected and used by sharing case examples on the platform.**
- Flexible about subjects. (For example, workers can ask for explanation of reasons.)
- The parties can reach conclusion with a high level of satisfaction.
- Future-oriented and sympathetic resolution can be found.



- 2 mediators – A lawyer mediator with knowledge of law practice on migrant workers and a lawyer mediator with knowledge of labor dispute practice on employer side
- Mediation process with interpreter (as needed) (Documents can also be prepared in other languages than Japanese for migrant workers.)
- Online procedures will be available for web meeting scheduling, etc. so that mediation can be provided for distant locations.



The JP-MIRAI Package provides comprehensive support to the corporate efforts required by the Guiding Principles on Business and Human Rights .







## ● ODA and Foreign Worker Assistance Program

- Collaboration between Assistance to Developing Countries and Assistance to Foreign Workers is Effective

- Japan's Policy: Revision of the Outline of Development Cooperation (ODA Outline) <ODA Outline (Revision Proposal)>

- “Japan has consistently emphasized "investment in people" through the acceptance of foreign students and trainees and the dispatch of experts to convey technology and know-how, and has worked to develop human resources with attention to detail, for which developing countries have high expectations. **In order to be a "country of choice" for studying/ training chosen by developing countries, we will continue to enhance our study and training programs by promoting the systematic acquisition of Japanese experience useful for developing countries and the development of human resources who can become local partners of Japanese companies, including not only government officials but also private-sector personnel. "**
- “**In order to realize human security** for the new era, it remains important to build strong and resilient nations and societies through **"investment in people," such as the protection and empowerment of individuals**, and people-centered development.”
- “From the perspective of strengthening the autonomy and resilience of developing countries' economies and societies, promote cooperation to strengthen and diversify supply chains, diversify economies, sustainably supply resources, foster and protect technology, improve the investment environment, increase food production, and improve nutrition.”



## ● Strengthening Collaboration with Legal Technical Assistance Activities

- One of the pillars of legal technical assistance activities conducted by Japan has been "human resource development" in developing countries focusing on Asia.
- Human resource development for the sending countries of foreign workers can be expected to have an important status as part of legal technical assistance activities.

## ● Strengthening Activities in "Business and Human Rights" field in Japan

- UN "Guiding Principles on Business and Human Rights" (2011)
- OECD "OECD Due Diligence Guidelines for Responsible Corporate Conduct" (2018)
- Japanese Government "Guidelines for Respecting Human Rights in Responsible Supply Chains, etc." (2022)

## ● Perspective to collaborate with international organizations

- ILO, UNDP etc.

### < Conclusion: Towards Future Development >

It is important to create a platform to develop initiatives and promote cooperation to effectively implement and promote "Business and Human Rights" in an integrated manner for the private sector, the Japanese government, governments of other countries, international organizations, NGOs, etc. in coordination with legal technical assistance activities, to realize safe international labor migration in Japan and the ASEAN region in accordance with global standards and to strengthen the protection of human rights for workers in the ASEAN region.