

September 28, 2021

Administrative Guidance Issued to Nichiigakkan Co., Ltd. Regarding the Project to Accept
Foreigners Conducting Housekeeping Services in National Strategic Special Zones

Office for the Promotion of Regional Revitalization, Cabinet Office

On September 28, 2021, the Third Party Management Councils of each area under the Council on National Strategic Special Zones (Tokyo Metropolis, Kanagawa Prefecture, Osaka Prefecture, Hyogo Prefecture, Aichi Prefecture), per No.7, paragraph (4) of the Guidelines on Specified Organizations for the Project to Accept Foreigners Conducting Housekeeping Services in National Strategic Special Zones as stipulated in article 16-4, paragraph (1) of the National Strategic Special Zones Act, issued administrative guidances to Nichiigakkan Co., Ltd., an implementing organization of the Project to Accept Foreigners Conducting Housekeeping Services in National Strategic Special Zones.

On this matter, Office for the Promotion of Regional Revitalization, as members of the Third Party Management Councils and in the interest of providing information to concerned parties, hereby announce as follows the contents of these administrative guidances:

(i). Improving operating rates, etc. 【Tokyo Metropolis, Kanagawa Prefecture, Osaka Prefecture, and Hyogo Prefecture】

Continuing efforts should be made to increase the number of clients, the number of new contracts, and to improve operating rates.

(ii). Preventing non-voluntary resignations, and related issues 【Tokyo Metropolis, Kanagawa Prefecture, and Osaka Prefecture】

In accordance with the language and intent of No. 4, paragraph (10), of the guidelines and its interpretation, cares should be taken to prevent the constant occurrence of a corresponding number of “non-voluntary resignations”.

In addition, the following requests have been reiterated:

(1) Continuing efforts should be made to improve the operating rate of foreigners conducting housekeeping services through such measures as acquiring more clients, under the condition of maintaining the employment of the foreigners conducting housekeeping services Nichiigakkan Co., Ltd. has accepted.

(2) Measures should be taken to provide utmost support to the foreigners conducting housekeeping services who have already left Nichiigakkan Co., Ltd. and wish to return to their home countries.

(3) Measures should be taken to secure other specified organizations that employ foreigners conducting housekeeping services who have already left Nichiigakkan Co., Ltd. and wish to continue housekeeping services in Japan.

(iii-1). Disseminating information about employment conditions (criteria for continued employment) 【Tokyo Metropolis, Kanagawa Prefecture, Osaka Prefecture, Hyogo Prefecture, and Aichi Prefecture】

In accordance with No.4, paragraph (1) of the guidelines, terms and conditions for the renewal of employment contracts of foreigners conducting housekeeping services should be clearly stipulated in documents concerning such contracts. When an employment contract is executed, in accordance with No. 4, paragraph (9) of the guidelines, explanations should be made in a language sufficiently understood by the foreigners conducting housekeeping services.

(iii-2). Handling of evaluation tests 【Tokyo Metropolis, Kanagawa Prefecture, Osaka Prefecture, and Hyogo Prefecture】

Before evaluation tests including Japanese-language proficiency tests are conducted, the purpose, content, and timing of the tests should be carefully explained to foreigners conducting housekeeping services.

(iv). Entering foreign workers' residences, etc. 【Tokyo Metropolis, Kanagawa Prefecture, Osaka Prefecture, Hyogo Prefecture, and Aichi Prefecture】

Before a residence, which is a foundation of individual's life, is entered or its interior photographed, even when required for the management of facilities and other necessary reasons, the purpose, details, and time of the planned entry should be carefully explained to the resident foreigner conducting housekeeping services. In addition, at the time of entry, the utmost consideration should be paid to the foreigner's privacy and any differences in culture and customs should be sufficiently considered as well.

(v). Receiving complaints and offering consultation services 【Tokyo Metropolis and Kanagawa Prefecture】

In accordance with No. 8, paragraph (1) of the guidelines, a system for properly receiving complaints and inquiries from foreigners conducting housekeeping services should be established, and such complaints and inquiries, including ones from those who have already left Nichiigakkan Co.Ltd., should be addressed appropriately, taking into consideration individual circumstances.