

White Paper on Labor and Social Security Attorney

- the Roles of Labor and Social Security Attorneys in a New Era -



Japan Federation of Labor and Social Security Attorney's Associations

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Foreword

This is the first time that we have published the White Paper on Labor and Social Security Attorney.

After the postwar rehabilitation period, labor management in small- and medium-sized enterprises was modernized as the socio-economy developed. Given this backdrop, the Labor and Social Security Attorneys Act (*Sharoushi* Act) was enacted in June 1968 and took effect in December of the year.

In the act's enactment process and also in early days after the act came into effect, many of our predecessors have poured much passion with a great deal of struggle until today. I would like to express my heartfelt respect for their efforts.

Since then, it has grown to a system to attain approximately 43,000 members of Labor and Social Security Attorneys (*Sharoushi*) across the country with the aim of "contributing to the smooth implementation of labor and social insurance legislations as well as to the sound development of businesses and improvement in workers' welfare and others" as set forth in Article 1 of the *Sharoushi* Act.

Furthermore, *Sharoushi*, the national qualification for experts specialized in labor and social security legislations and labor management, which was born ahead of other countries, became their model and led to the creation of similar systems in some of them.

In order to ensure further institutional development based on the foundation that we have built up so far, we are expected to respond to social demands more than ever and to firmly hand over to the next generation the mission as a more reliable system to the nationals.

We have thus compiled this White Paper on Labor and Social Security Attorney, recognizing that it would be very useful to take a broad view of the current *Sharoushi*'s situation, and analyze their recent activities to have their outlook. We plan to publish it annually.

Japan has been entering into a society with an extremely low birthrate and an aging population. The government has been targeting measures including the society with dynamic engagement of all citizens, work style reform, and digitalization promotion, which is needed to realize the former two goals. To promote these measures, we *Sharoushis* are required on many different occasions to make use of knowledge that we have accumulated as experts in these fields.

This White Paper is intended to be useful not only for *Sharoushis* to properly understand and analyze the present situation around us, but also for those who want to become a *Sharoushi* to play an active role in the future, with topical themes around the system.

I conclude by expressing my hope that this White Paper will help further deepen people's understanding of the *Sharoushi* system, thanking many people for their cooperation in this publication.

Minoru Ohno

President

Japan Federation of Labor and Social Security Attorney's Associations

Remarks celebrating the publication of the White Paper on Labor and Social Security Attorney

The Labor and Social Security Attorneys system was established in 1968, and its 50th anniversary was celebrated in 2018.

In 1968, when the system was established, Japan achieved the second largest GNP in the world in the midst of its high economic growth era. This national qualification related to labor management and labor and social security legislations was born in such a timing, which exactly did meet the demands of the times.

Over the course of a half century, through eight revisions to the Labor and Social Security Attorney's Act (*Sharoushi* Act), the labor and social security attorneys system has grown to a system of approximately 43,000 members nationwide with its activity scope expanded with many system's improvements.

In recent years, we have cooperated with the government as pension experts for a series of government projects triggered by the pension record problem. Based on the work-style-reform-related acts coming into effect in sequence, we have also worked on various activities to fully support companies' labor management, which has been increasingly complex. Such activities include ensuring fair treatment of employment in a diversified work style regardless of its type, or preparations for so-called equal pay for equal work principle.

On the other hand, the impacts of COVID-19 have forced many companies to review their business style; hence, there is a sharp increase in consultations of companies with labor and social security attorneys (*Sharoushis*) about how to make use of government's emergent subsidizing measures.

Under such circumstances, the Japan Federation of Labor and Social Security Attorney's Associations has issued the White Paper on Labor and Social Security Attorney. The publication aims to fulfill the mission of *Sharoushi* and to raise their social status, based on the initial purpose of the system set forth in Article 1 of the *Sharoushi* Act as "contributing to the smooth implementation of labor and social insurance legislations as well as to the sound development of businesses and improvement in workers' welfare and others."

The White Paper reviews the changes in the environment surrounding *Sharoushi* and *Sharoushi*'s role, and contains a variety of information and material including our historical efforts toward the *Sharoushi* system's development, the outline of the system, and the Federation activity reports. I hope this Paper will help deepen people's understanding of *Sharoushi* and further develop the *Sharoushi* system.

Takeyuki Murata

Director

Labor and Social Security Attorneys Integrated Research Organization

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Chapter 1

Efforts Toward the Development of the Labor and Social Security Attorney (*Sharoushi*) System

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- 2 Initiatives for Digitalization
- 3 International-related Activities
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In order to solve important issues such as expanding employment opportunities and creating an environment where people can exert motivation and abilities, the government has set forth the policy of realizing a society with dynamic engagement of all citizens. It is a society in which all people can select their job freely according to their circumstances among different ways of working style with a better outlook for the future. The government places the work style reform as a biggest challenge to realizing this policy. For its specification, the government decided the "Work Style Reform Implementation Plan" at the Work Style Reform Realization Meeting held on March 28, 2017. In the following year, the "Act on Revision of Related Acts for Work Style Reform Promotion" (2018 Law No. 71) (hereinafter referred to as the "Work Style Reform related Acts") was enacted. Companies then needed to advance preparations promptly for the Work Style Reform related Acts, beginning with the revised Labor Standards Law to be effective on April 1, 2019. In addition, it meant that a new era of labor management has started, requiring a response to "declining labor force" differently from the former management under "growing workforce."

To deal with such an era, the Japan Federation of Labor and Social Security Attorney's Associations (hereinafter referred to as "the Federation") put a priority on a project for promoting Work Style Reform from fiscal 2018, and considered its specific programs to help labor and social security attorneys (hereinafter referred to as "*Sharoushis*") properly understand the purpose of the Work Style Reform related Acts and provide practical support to companies. The Federation started internal discussions on training for the Work Style Reform related Acts and other practical training, in addition to public relations measures including the establishment of a special site for Work Style Reform in its homepage and the production of related leaflets for companies. As regards themes to tackle, the Federation picked up the following three ones as they were our major issues as of the beginning of fiscal 2019; rectification of long working hours and ensuring fair treatment of working conditions regardless of the type of employment; equal pay for equal work principle, and; raising corporate added value (labor productivity).

Hence, the Federation organized "practical seminars on Work Style Reform", which aimed at providing practical knowledge and know-how on work style reform. It also produced and published on its Website "Annual Paid Leaves Administration Tool" and "Labor Productivity Calculation Tool" as supports for *Sharoushi's* business.

Furthermore, the Federation produced leaflets "Work Style Reform: what will change by the related Acts revision?", which introduce and explain about the Work Style Reform related Acts. There are two versions for the leaflets: "long working hour rectification" and "equal pay for equal work principle." The Federation provided these pamphlets to the National Federation of Small Business Associations, Central Federation of Societies of Commerce and Industry, National Conference of Association of Small Business Entrepreneurs, Japan Medical Association, and others; it also published the pamphlets on the Federation's homepage.

In October 2021, the Federation organized a "Work Style Reform Forum: a new work style beyond the COVID-19 to imagine with *Sharoushi's* advice" under the slogan of "maintaining as many companies' business as possible and protecting as much employment as possible." The forum was intended to support employers' introduction and maintenance of diversified, flexible work style.

Materials distributed at the Practical Seminar on Work Style Reform:



Business Support Tools for Sharoushis

Annual Paid Leaves Administration Tool

This is a tool that assists employers to deal with the legal designation of days of paid leaves more easily.

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日	時間	日	時間	0日	0時間
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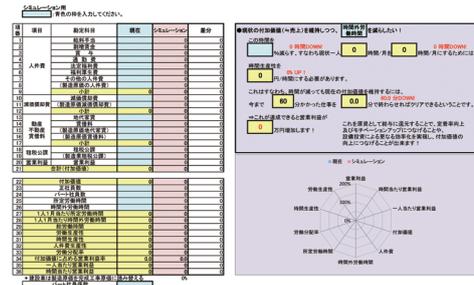
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今年度付与した年次有給休暇から優先的に使用

請求日	指定区分	休暇期間	(半休の場合) 休暇時間帯	(時間単位年休の場合) 休暇時間	使用日数	使用时间数	残日数	残時間数	取消	所属長	備考
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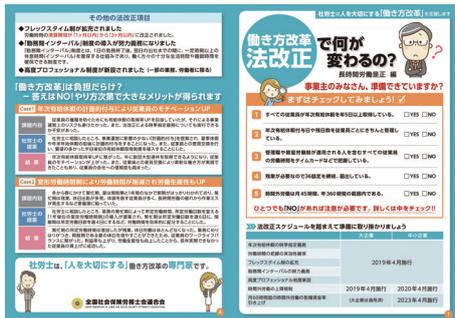
Labor Productivity Calculation Tool

This is a tool that provides simulations about how much increase in labor productivity is needed to allow working hours reduction with current added values kept unchanged, and what impacts companies will have after working hours reduction.



Leaflet

“Work Style Reform: what will change by the related Acts revision?": Long Working Hours Rectification version



“Work Style Reform: what will change by the related Acts revision?": Long Working Hours Rectification version: for medical institutions



“Work Style Reform: what will change by the related Acts revision?": Equal pay for equal work principle version



※ co-published by the Federation and Japan Medical Association

2 Initiatives for Digitalization

I . Efforts for digitalization

The Federation established the Digitalization Promotion Headquarters in September 2019, which comprises the members of the Federation's President and Vice-Presidents meeting. After some organizational arrangements, we have advanced a range of discussions on digitalization on the premise that the government will implement the "World's most Advanced Digital State Creation Declaration and the Basic Plan for Promoting Public-Private Data Utilization."

We have also kept in close touch with the government including relevant Bureaus of the Ministry of Health, Labour and Welfare, the Number System Promotion Office of the Cabinet Secretariat, the Commerce and Information Policy Bureau of the Ministry of Economy, Trade and Industry, and the Administrative Management Bureau of the Ministry of Internal Affairs and Communications. We have also made close contact with non-governmental organizations.

Currently, based on these activities, we are progressing projects as follows:



II . Initiatives in relation to the digital government

In the relevant ministerial council in relation to a digital government, a targeted scope of My Number System's utilization has been addressed as follows: digitalization of licenses and national qualifications such as driver's licenses and other national credentials, its integration with a residence card, building a common infrastructure utilizing the cloud system, and others.

Taking this results, the Federation sounded out the Number System Promotion Office of the Cabinet Secretariat about the possibility of including *Sharoushi* in the "national qualifications" to be discussed in the Digital Government Ministerial Meeting. In parallel with this, the Federation made an organizational consensus at the joint meeting of the 155th permanent board of directors and 220th governing board held on July 16, 2020 that *Sharoushi* as an expert with a national qualification in the field of social security should be included in the category of national qualifications that the government considers as an expanded scope of using My Number System. It was decided that the Federation would make efforts to negotiate to ensure that, considering the System aims at being used for the policy measures for social security, taxes, and disasters.

On July 17 2020, the Cabinet approved the "Basic Policy on Economic and Fiscal Management and Reform 2020" (so-called "Basic Policies") and "Changes to World's most Advanced Digital State Creation Declaration and the Basic Plan for Promoting Public-Private Data Utilization", accelerating the consideration of the My Number System's utilization for licensing and national qualifications, education, etc.

Then, the Ministry of Health, Labour and Welfare set up a "Study Group on the Utilization of My Number System in Social-Security-related Qualifications," comprising members from the Japan Medical Association, Japanese Nursing Association, Japan Dental Association, Japan Pharmaceutical Association, Japan Association of Certified Care Workers, and other persons with relevant knowledge and experience. One of the Vice Presidents from the Federation participates in the Study Group as a member.

As a preparation for a proposal to be submitted to the 2021 Ordinary Diet, the Study Group made some notes and reviews on the simplification of the registration procedures with a help of My Number, and the certification and presentation of qualifications using My Number portal sites.

III . Initiatives for Information Security

The certified cases under the SRP II Certification System have reached 1,852 as of February 2021. Article 15 of the Regulation on Specific Personal Information Protection Assessment stipulates that it is a duty for a head of specific administrative organizations to make efforts to reassess its administration in relation to specific personal information before five years have passed since the last assessment. Pursuant to this, the Federation reassessed it into documents of the specific personal information protection assessment, which have been confirmed in a document by the Japan Institute for Promotion of Digital Economy and Community (JIPDEC) in October 2020.

The Prefectural Labor and Social Security Attorney's Associations (hereinafter referred to as the "Prefectural Associations") carried out online training programs on information security in addition to a former style of training guided by dispatched lecturers with an assistance of the Information-Technology Promotion Agency, Japan (IPA). The Federation prepared a ten-minute video to meet the needs of an individual member; it was published on a web page for the exclusive use of members in December.

In August 2020, the Federation held the meeting of the Personal Information Protection Committee, which had been established with members of external experts specialized in information security. After reviewing the assessment of the results of the targeted e-mail training that had been implemented targeting SRP II certified companies and offices, the Committee addressed issues as follows:

1. Develop a habit of verifying the sender's email address on a daily basis.
2. It should be noted once again that a deletion of the received email, as the first thing to do after the infection, is not recommended because it will remove a clue to preventive measures against damage spread.

IV . Digitalization of the *Sharoushi's* Business

In order to promote the use of electronic applications in *Sharoushi's* business, we have made efforts to improve users' convenience by regular negotiations for specific procedural matters at a monthly meeting with the Ministry of Health, Labour and Welfare, Ministry of Internal Affairs and Communications, and Japan Pension Service.

Most recently, the online systemization of *Sharoushi's* business has become an urgent issue from the viewpoint of preventing COVID-19 spread. The Federation thus released an "efficiency model, which can work even in the office as it is with a bit of ingenuity."

The Federation also discussed with the Social Insurance Information System Developer Association where 45 companies join including system vendors that developed and marketed *Sharoushi* business systems. It aimed to coordinate opinions on the unification of data and terminology for *Sharoushi's* business software.

3 International-related Activities

I . Initiatives for International Exchange Activities

In 2007, the Federation signed a memorandum of understanding with the Korea Certified Labor Affairs Consultant Association, which consisted of seven items including "information exchange, study, and research on the Japan's Labor and Social Security Attorneys system and Korea's Certified Labor Affairs Consultants system." The Federation started its internationalization and globalization activities in earnest when it organized in 2008 the "International Symposium Commemorating the 40th Anniversary of the *Sharoushi* System" as its first international event, and issued "the International-related Activities Promotion Declaration."

In recent years, *Sharoushi* Federation and Korea Association broadly discussed the roles of both systems and their future prospects at the Japan-ROK Joint Forum on the occasion of the International Labour and Employment Relations Association (ILERA) in 2018.

The Federation also develops a project of helping other countries introduce a *Sharoushi* system (labor and social security attorney's system). Utilizing the "Indonesian-version *Sharoushi*" project financed and managed by the Japan International Cooperation Agency (JICA), through its researchers dispatching program of the on-site survey and the training program in Japan, the Federation introduced the Japan's *Sharoushi* system to help introduce it in the way that matches the country. In 2017, "Prisai" for workmen's compensation insurance and pension and "Kadel JKN" for health insurance, both of which represent the Indonesian version of labor and social security attorneys, were introduced in full scale. In December of the year, a comprehensive agreement was concluded with the Indonesian BPJS Employment on development, technical cooperation, and research for the Indonesian version of *Sharoushi*. Then, in October 2020, "Agenaris" was officially established as the Indonesian version of *Sharoushi* by the Indonesian Social Security Council Order (DJSN). It was a combination of former Prisai and Kadel JKN, and covers the whole of workmen's compensation and medical insurances.

Meanwhile, in 2018, the Federation organized the "International Labor and Social Security Attorneys' Symposium and the International Round Table on the Japanese *Sharoushi* System" to commemorate the 50th anniversary of the establishment of the *Sharoushi* system. A panel discussion and other events were held between the Federation and the ILO, the Korea Certified Labor Affairs Consultant Association,

Indonesian BPJS Employment, Italian Labor Consultants National Council, and Romanian Labor Law Experts National Federation.

In addition, SDGs (sustainable development goals) have been addressed in the world, hoping to realize a sustainable, diverse, and inclusive society. In such an environment, we believe the labor and social security attorneys system has a universal, essential role in the world to ensure the effectiveness of a sustainable labor- and social-related insurance. It is crucially

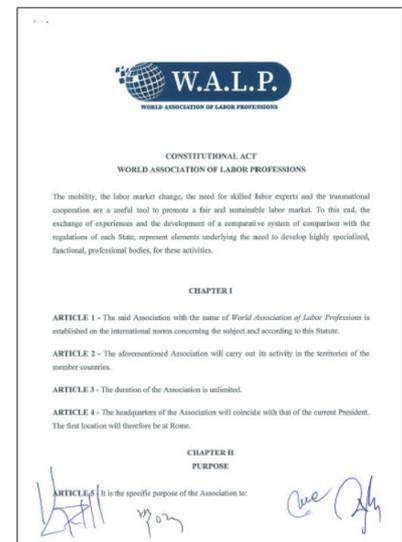
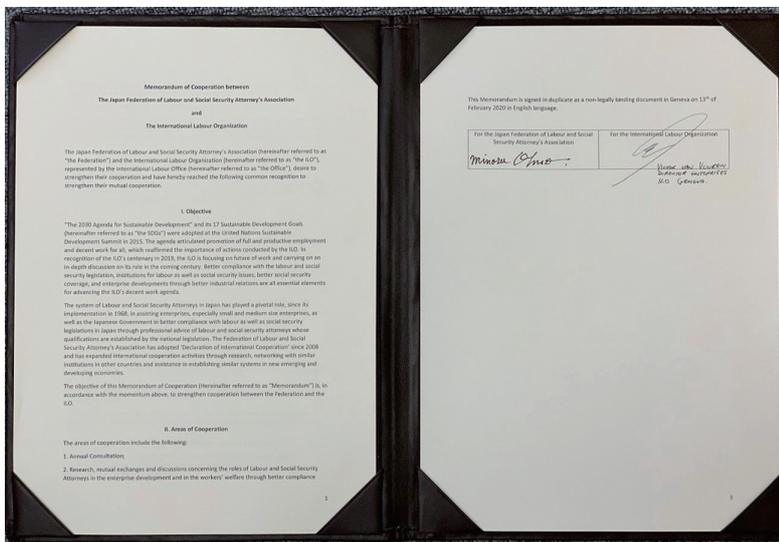


important at home and overseas that experts such as *Sharoushi* will continue to be involved in the field of personnel and labor management. We will also actively promote initiatives for globalization as it is expected that global standards will progress and in-coming foreign personnel will continue to increase.

II . Recent Activities

1. Agreement on the Memorandum of Cooperation (MOC) with ILO

On March 23, 2020, the Federation signed a memorandum of cooperation with the International Labour Organization (ILO) in Geneva, Switzerland on the teleconferencing system. The cooperation aims at improving compliance with labor and social security legislations through the widespread *Sharoushi* system in the world, which provides professional advice on labor laws and social security systems. It also aims at contributing to "the 2030 Agenda for Sustainable Development" by achieving "decent work" for all people.



2. Foundation of the World Association of Labor Professions

Upon invitation from Romanian Labor Law Experts National Federation, the Federation attended the "International Summit for Labor Legislation Professions" and its "International Conference" held in Bucharest, Romania on May 3- 9, 2019, giving a lecture on Japan's labor problems and labor force reduction due to population aging.

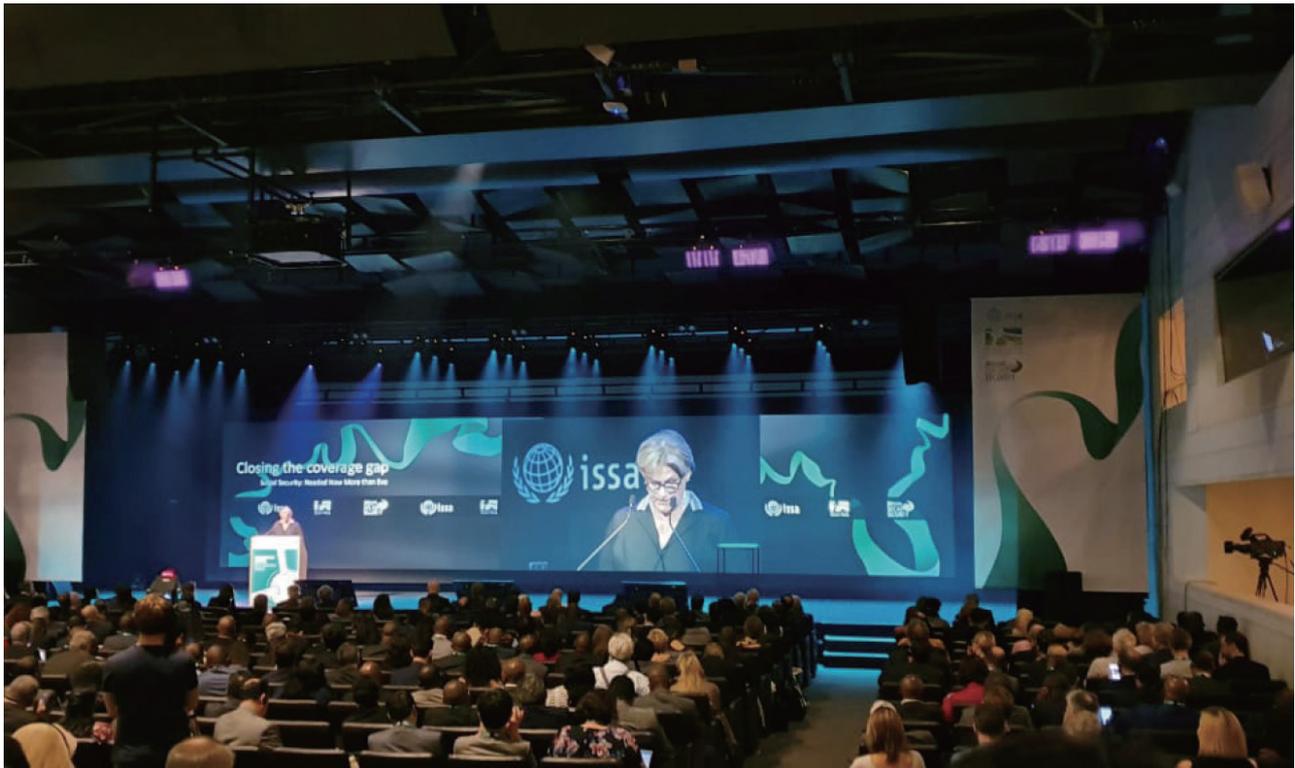
Those six participated countries in the Summit meeting (Romania, Italy, Spain, Canada, Korea, and Japan) discussed the establishment of the World Association of Labor Professions. At the "Labor Festival" hosted by the Italian Labor Consultants National Council in Milan, Italy from June 19 to 23, 2019, the Association's foundation was approved and signed by the countries concerned.

3. Activities and the Process toward Joining the International Social Security Association (ISSA) as an Associate Member

The Federation participated in the World Social Security Forum, organized by the International Society Security Association (ISSA) in Brussels, Belgium from October 14 to 19, 2019. At the General Meeting held

on April 14, it was approved that the Federation would join the ISSA as an Associate Member in April 2020 onward.

When it participated in the World Social Welfare Conference held in Kuala Lumpur, Malaysia on November 20 to 24, 2019, the Federation exchanged views on a *Sharoushi* system (labor and social security attorney's system) with the CEO of the Social Security Organization (SOCSCO) of Malaysia, and the strategic management director of the Employees Provident Fund of Malaysia. The Federation also participated in the ISSA seminar hosted by the Social Security Organization (SOCSCO) of Malaysia in Kuala Lumpur on February 18 to 20, 2020.



4. Measures for Increase in Personnel from Overseas

Upon request from the Embassy of the Republic of Indonesia in Japan, the Federation exchanged views with the Embassy in April 2019 on responses to and measures for foreign workers including increase in personnel from overseas driven by the revised Immigration Control and the Refugee Recognition Act.

5. Support to Indonesia for its Social Security System Application Promotion

The Federation carried out the following activities with the cooperation of relevant organizations including the Ministry of Health, Labour and Welfare, and the Japan International Cooperation Agency (JICA).

A. Utilizing Japan International Cooperation Agency (JICA) aids to Indonesia for strengthening its social insurance capacity, the Federation conducted some on-site surveys and gave some lectures to Indonesian government officers.

Dates	Venue	Contents
April 5-11, 2019	Jakarta	Meetings jointly organized with related organizations for the discussion of Indonesian version of <i>Sharoushi</i> , etc.
June 30- July 8, 2019	Jakarta	Meetings jointly organized with related organizations for the discussion of Indonesian version of <i>Sharoushi</i> , etc.
September 23- October 1, 2019	Jakarta	Meetings jointly organized with related organizations for the discussion of Indonesian version of <i>Sharoushi</i> , etc.
November 27- December 4, 2019	Jakarta	Exchange of views on the future of the Indonesian version of <i>Sharoushi</i> , etc.
January 5-11, 2020	Jakarta	Exchange of views on the future of the Indonesian version of <i>Sharoushi</i> , etc.

B. Upon direct request from relevant organizations of the Indonesian government, the Federation gave some lectures to their senior officials.

Dates	Venue	Contents
April 11, 2020	Tokyo	Lectures on the Japan's <i>Sharoushi</i> system (labor and social security attorney's system) and exchange of views
September 20, 2020	Osaka	Counter-measures against the aging society

6. Support to Vietnam for its Introduction of the *Sharoushi* System

In order to comply with a request from the Social Security Bureau of the Socialist Republic of Vietnam from before the Federation sent a delegation to Vietnam on December 24 through 28, 2019 to meet the Bureau's director, and visit the departments of collection, finance, health insurance, social security, and international cooperation to exchange views on the possibility of future cooperation in the social security system.

4 Public Relations to the Nationals

I . Activities during the *Sharoushi* System Promotion Month

With the aim of promoting understanding and increasing awareness of the *Sharoushi* system, given each October set as the *Sharoushi* System Promotion Month, the Federation has developed activities at Prefectural Association levels during the month since fiscal 1993. Activities include: A. free consultation about employment, labor, or pensions; B. organizing “*Sharoushi* Association Seminars” for employers and staff in charge of general affairs and/or personnel ones, and ; C. public relations (PR) activities to related organizations and media. The Federation produces PR-support materials and those for its seminars, requests cooperation from the Japan Chamber of Commerce and Industry and other business organizations, and posts related information on its homepage and the social networking service (SNS).

Activities that have been accomplished during the Promotion Month for Fiscal 2020

Types of Activities	Produced Tools
<i>Sharoushi</i> Association Seminars	Theme: "Beyond COVID-19 (CORONA)" Materials for the Seminar Slide Data for the Seminar (PPT) Documents posted on the Website
PR-Support Materials	Poster B2, poster B3 Sanitizing Wipes
Request to the Japan Chamber of Commerce and Industry for Cooperation	The Federation made a request in June for cooperation to the Chamber of Commerce to organize the <i>Sharoushi</i> Association Seminars. After the request, the Japan Chamber of Commerce and Industry sent a notice of cooperation to local chambers of commerce and industry.



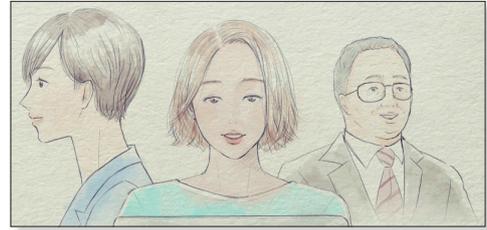
II . Annual Public Relations Activities

Higher awareness of the *Sharoushi* system requires an occasional review of contents to be published based on an appropriate understanding of the rapidly changing society of Japan. It also needs to develop PR methods utilizing the media. From such a viewpoint, the Federation develops various types of public relations activities on an annual basis. As smart phones explosively spread, we have recently been focusing on the Internet and SNS, which have become more and more influential. We do not limit our PR target only to management but expand it to workers in general and students as well. In addition, we are aiming at consistency in PR by making use of produced content not for a limited period but on a continued basis, and also at some synergy effects by sharing the content with Prefectural Associations.

Produced PR Contents (last three years)

a. "Dad's choice" [Website animation]

This is a Website animation, where a hero in his prime-age tries to make his work and household life compatible with each other; it was produced and published in commemoration of the "*Sharoushi*'s day" on February 2, 2019.



b. "Each person's choice" [Website animation]

They are a combination of three Website animations released on December 2, 2020; they intended to be presented to all working people, depicting people who are struggling in each environment and the role of *Sharoushi*.

b. Momotaro pocket tissues

It is a pocket tissue duplicating the PR design of Momotaro, which the Federation had originally produced to have appear on food trays used in a cafeteria of a university during the fiscal 2018.



c. What is the working style that "best matches me"? The first step in a job selection

[Web Content]

This is a Web content, which is tied up with "the window for students" by MyNavi Corporation, targeting students who will be beginning their job-search.



d. "Nana-iro ni Hikaru" [Web Cartoon]

Six stories in all, which have been distributed from 2018 through 2019, entitled "Reading in cartoon to know Work Style Reform, which values people."



III. The Federation's Homepage and its Official SNS

The Federation distributes on the Internet news on the *Sharoushi* system and activities of both the Federation and Prefectural Associations in a timely manner, and also renews the Federation's Homepage and its official SNS from time to time.

5 Communication with *Sharoushis*

The Federation publishes its bulletin and e-mail magazine as communication activities with *Sharoushis*.

I . Bulletin

Since its inception, the Federation has been publishing a bulletin with the aim of directly providing information on the Federation's policies and other relevant news to *Sharoushis* over the country.

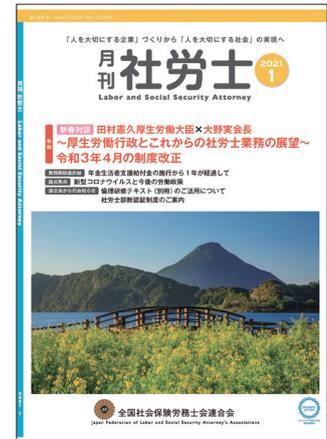
In early days, the bulletin was called "Monthly *Shakai Hoken Roumushi*" printed in the paper size of B5 in vertical writing. Its extra edition was published to suit members' convenience when there was a revision to labor and/or social insurance Acts. From fiscal year 1983 to fiscal 1998, the Federation published "A Prompt Report of Labor and Social Insurance related Documents" recording documents and other related materials that were selected from among notifications that the Ministry of Labour and Social Insurance Agency issued to related administrative organizations, as being thought to be necessary for *Sharoushi* business.

From 1996 to 2000, in order to help improve *Sharoushi* business, the Federation recruited research papers on labor and social insurance legislations and labor management including independent research, aiming at *Sharoushi* business advancement. As for excellent papers, the Federation commended and published them in an extra edition of "Monthly *Shakai Hoken Roumushi*" during 1996 through 1999, and in "Monthly *Shakai Hoken Roumushi*" in 2000.

The Federation renewed the bulletin totally for more effective transmission of *Sharoushi* business related information to the members. Thus has the renewed "Monthly *Sharoushi*" been published since the 2011 January edition onward in A4 paper size paper in horizontal writing, with the monthly number of copies being 47,190 as of the 2021 February edition.

II . Email Magazine

The Federation has occasionally published e-mail magazines since June 2017, actively providing information. There are three types of e-mail magazines as shown below in the table. (The numbers of subscribers are as of February 2021).



Types of Email Magazine	Contents	Number of subscribers
Information about Federation	Information on training programs and events organized by the Federation, information on new training courses for training system, information on tools for <i>Sharoushi</i> business, and notices from the Kyosaikai (mutual aid system for the <i>Sharoushi</i> associations)	About 6,400
Government notifications / Trend box	Information and notices from the government	About 5,800
Information on External Organizations	Event information and announcements useful for <i>Sharoushi</i> business including seminars sponsored by external organizations and agencies	About 4,800

6 Functions of *Sharoushi* amidst the COVID-19 Pandemic

Under the slogan of "maintaining as many companies as possible and protecting as much employment as possible," the Federation and Prefectural Associations develop the following policies broadly:

- Creation and distribution of Web content that explains to employers how to apply for employment adjustment subsidies, monetary assistance for everyday life, and other benefits
- Distribution of information on the latest administrative policies
- Submission of opinions on administrative measures (employment adjustment subsidies) as experts in the field
- Q&A unique to *Sharoushi* for employment adjustment subsidies
- Telephone consultancy by *Sharoushi* on labor management in response to COVID-19
- Various types of consultation upon request from the central government including the Ministry of Health, Labour and Welfare, Ministry of Economy, Trade and Industry, Tourism Agency, and local governments such as prefectures, municipalities, etc.

Furthermore, *Sharoushis* on an individual basis are actively responding to the government's measures for the COVID-19 via consultations from their client employers and new clients as well about complicated procedures for applications for employment adjustment subsidies.

Under the situation where the future outlook toward an end to the COVID-19 is uncertain, the Federation renewed our resolution that we *Sharoushi* would do all we can as our mission to "protect as much employment of workers as possible." For the purpose of expressing this resolution and sending a message of such overall organizational efforts to the society, the Federation puts advertisements on the newspaper, distributes videos, and produces special Websites.

変わりゆく世界。変わらない使命。

2020年、このわずか数か月の間に、
私たちの働き方や文化、価値観など、
すべてのあり方や考え方が大きく変わってまいりました。

私たち社労士は
労働と社会保障制度の専門家として、
さまざまな企業や働く人々への
支援を続けてまいりました。

しかし、働く環境が大きく変化し、
多くの人々がその影響に悩まされています。
こんな時こそ、
社労士の真価が問われていると感じます。

働く人の心に寄りそうこと。
そのご家族にまで、想いをほせること。
この世界を取り巻く環境がどんなに変わろうとも、
私たち社労士の使命が変わることはありません。

一社でも多く、企業の経営を維持し、
一人でも多く、働く人たちの生活を守り、
このかつてない危機とともに乗り越えていくために、
企業の労働・雇用に関する適切なアドバイスや
助成金申請の支援などを進めて、
これまで以上に全力で使命を果たしてまいります。

Beyond CORONA
社 労 士

「Beyond CORONA」掲載ページは
スマートフォンや新型コロナウイルス対応の
印刷サイズもご提供いたします。

全国社会保険労務士会連合会

The Federation's public notice addressed to the Nikkei Shimbun shown below

The Changing World, With the Mission Unchanged

In 2020, for only several months, all aspects and ideas including our work style, culture and values have significantly changed.

As experts specialized in labor and social insurance systems, we *Sharoushis* have continued to support a variety of many companies and workers. Today, however, the working environment has changed dramatically, affecting many people adversely. I feel this is the time the value of *Sharoushi* is really tested.

We will keep close to workers in mind and pay considerations to their family as well. No matter how much the environment around this world changes, the mission of us *Sharoushis* never changes.

It is to help maintain the management of as many companies as possible, and to protect as much employment of people as possible, to overcome this unprecedented crisis all together. We will do our utmost to fulfill our mission more than ever by providing appropriate advice on labor and employment of companies and supporting subsidies applications.

Beyond COVID-19 (CORONA)

Sharoushi

Japan Federation of Labor and Social Security Attorney's Associations

I . Ethics Training

As the awareness of *Sharoushi* becomes higher, social expectations for *Sharoushi* are growing as experts who are specialized in labor management and labor and social insurance legislations.

On the other hand, some *Sharoushis* received a disciplinary action from the Minister of Health, Labour and Welfare because they proved to have been involved in an improper receipt of employment-insurance-related grants, having had violated the Labor and Social Security Attorney's Act (hereinafter referred to as the "*Sharoushi* Act"). Despite a very small portion of *Sharoushi* having been involved in such wrongdoings out of the total about 43,000 registered members nationwide, such misdeeds did take place, harming *Sharoushi*'s reputation as a whole.

Article 1-2 of the *Sharoushi* Act stipulates the duty of *Sharoushi* to perform as persons with a national qualification, including maintaining integrity, honest fulfillment of their duties, and prohibits the conduct that harms trust in *Sharoushi*.

The Federation believed that *Sharoushi* would be expected not only to comply with legislations but to maintain their integrity at a higher level, as their activities are becoming more pronounced in the society. The Federation has thus carried out ethics training in fiscal 2007 onward, which is compulsory for all members to take every five years.

The public awareness of compliance and corporate social responsibility (CSR) has been recently heightened, and currently there is higher pressure on *Sharoushi* to maintain much stricter integrity as specialists, who give advice and guidance to companies.

The Federation, therefore, established a task force on the preservation of *Sharoushi*'s dignity (hereinafter referred to as the "Task Force") in April 2013. It was an in-house organization to review *Sharoushi*'s professional ethics and the Federation intended to focus specifically on the preservation of members' integrity.

In the fall of the year, the Federation established the Ethics Committee as a standing committee. The Committee took over the following issues from the Task Force, and has been considering matters to take into account for *Sharoushi*'s professional ethics in their daily business.

1. Measures for inappropriate advertisements and information publication
2. Prevention of troubles involving our clients due to deficiencies in the service agreements
3. Efforts to eradicate misconduct such as improper grants receipt procedure

II . Efforts to Disseminate Information More Appropriately

In relation to information dissemination by members including advertisements, it is strictly prohibited to cheat users by using illegal or law-evading expressions in their advertisements, or to use expressions that might get users' hopes up very high. The Federation has hence formulated the "guidelines", which all members need to share as a common recognition. Based on these "guidelines", the Federation publishes in the "Monthly *Sharoushi*" some articles associated with a theme of "inappropriate advertisement and information dissemination" to develop all members' public relations activities, which are sound and consistent with professional ethics.

Furthermore, the Federation produced "For the Understanding of Guidance Guidelines on Information Dissemination Deemed Inappropriate in Light of *Sharoushi* Professional Ethics," a reference material for a seminar explaining about the guidance guidelines, and sent it to the members.

As regards the ethics training after the fiscal 2017, we reviewed the curriculum and concluded that a group discussion (or a panel discussion) should be compulsory to strengthen trainees' sense of participation in the training. We also made a new textbook, which addresses an issue of *Sharoushi*'s preservation of integrity including inappropriate information dissemination. The Federation renews the textbook annually by selecting and adding trendy questions on professional ethics that have been asked to the Federation and Prefectural Associations by *Sharoushi* members. Then, the Federation encloses the textbook to a "Monthly *Sharoushi*" and sent them to all the members to advance the Federation's efforts for preserving *Sharoushi*'s dignity.

On the other hand, the ethics training for fiscal 2019 was canceled in ten prefectures due to the COVID-19 Pandemic, and totally about 1,600 members were not able to take the training during the fiscal year. It proved to be a new challenge to our business amidst the COVID-19 Pandemic.

In light of such a situation, the Federation put a priority on the prevention of the COVID-19 from spreading over the organization of the ethics training for fiscal 2020. Then, the Federation changed the training style that has been carried out collectively in a group to an e-learning training program and is planning to organize the programs. Approximately 13,200 members are slated to take the training during two months from February 1, 2021 to the end of March of the year.



8 Training Activities

What has been consistently unchanged in the course of the development of the *Sharoushi* system is that we *Sharoushis* need to be aware of the importance of its public missions and duties, and to always nourish expertise to become familiar with its theories and practices. It goes without saying that we *Sharoushis* always need to provide appropriate services as an expert backed by reliable information and make contributions to a socio-economic progress and development. We should always keep it in mind when we respond to clients' trust while maintaining integrity and nourishing expertise.

Changes in the environment surrounding *Sharoushi* such as the full-fledged judicial system reform and regulatory reform, which had been progressing since around 1999, was a challenge to the Federation to deal with appropriately. The Federation thus drew up a basic training plan, which defined *Sharoushi's* new role, training targets, etc., with a view to improving its members' qualification.

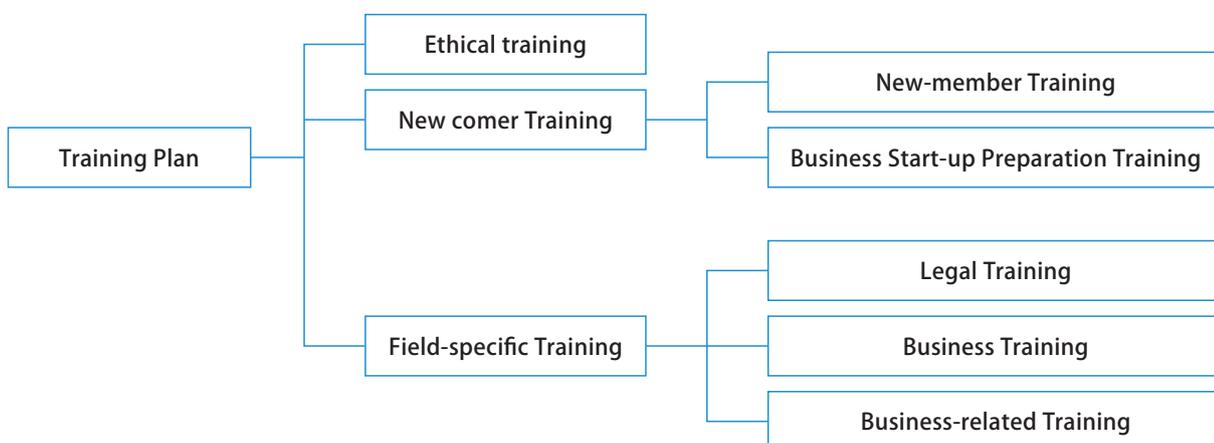
This basic training plan comprised a core philosophy underlying the training system's foundation, its overall training structure, and an outline for its implementation. On a later stage, however, we became aware of a need to examine appropriate training systems that met the needs of the new era. Thus, the Federation laid down provisions on training fields and specifications after making comparative reviews on training systems conducted by other similar organizations of professionals with national qualifications. The Federation also stipulated a training regulation to establish a training structure that covered a broad range of appropriate, important and necessary training, including the one for proxy services for extra-judicial labor dispute resolution procedures, which was scheduled to be included in *Sharoushi's* authorized services.

Since then, we have set up a training plan annually to arrange programs on timely topics such as a pension counseling.

We also launched the online learning of "*Sharoushi* training system" in fiscal 2010 in addition to traditional collective training programs. It allows all *Sharoushis* to study the program "anytime", "anywhere", and "multiple times"; we believe this type of training on the Internet will be the mainstream in the future.

The training system covers ethical training, newcomer training(new-member training, business start-up preparation training), and field-specific training (legal, business, and business-related).

Training System Diagram



9 Social Contribution Activities

Efforts to Promote the Diffusion of the UN Global Compact and SDGs

"United Nations Global Compact" (hereinafter referred to as "UNGC") was advocated by UN Secretary General Kofi Annan at the World Forum in 1999. Since its inauguration in July 2000 to date, around 13,000 companies and organizations have signed it in 160 countries. It supports ten principles in four areas of human rights, labor, environment, and anti-corruption. It is a global framework in which the signatory, as a good member of the global community, contributes to the realization of a sound and sustainable society.

The principles of the labor area are formulated by the International Labour Organization (ILO), and include four principles: freedom of association and the recognition of collective bargaining, elimination of forced labor, effective abolition of child labor, and elimination of discrimination in employment and occupation. In the globalization trend, the Federation believes that countries will be linked with each other more strongly and companies will not be able to survive without addressing human rights and social issues in the future. The Federation also believes it significant to make a contribution to building a prosperous international community with peace and stability as it may help develop the *Sharoushi* system. On April 1, 2018, the Federation thus signed the UNGC, which aims to achieve sound globalization and a sustainable society, agreeing to ten principles about protection of human rights, elimination of unfair labor, response to the environment, and anti-corruption.

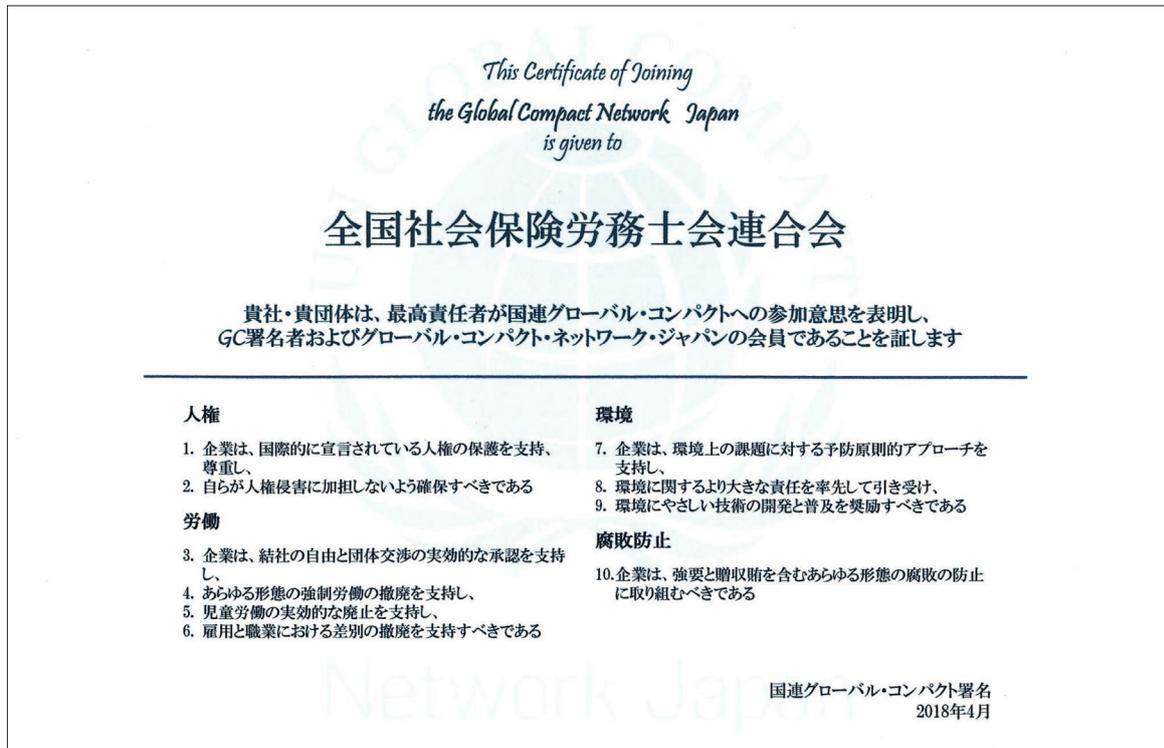
In Japan, companies, universities, local governments, and public organizations have signed the UNGC (totaling 381 organization as of November 27, 2020), but the Federation proved to be the first signatory among similar organizations of professionals with national qualifications. The Federation, taking the opportunity of this signature, makes an attempt to inform *Sharoushi* members through its training programs or communication media of the ten principles proposed by the UNGC. The Federation also promotes specific initiatives through its business to ensure that *Sharoushis* can contribute to realizing sustainable society as persons with a Japan's national qualification in relation to labor management, and labor and social insurance legislations.

On the other hand, the sustainable development goal "SDGs", adopted unanimously by 193 UN Member States in September 2015 at the UN headquarters in New York, with the aim of realizing a sustainable world, specifies 17 international goals, which are limited by 2030, and 169 targets and 232 indicators under the goals, to realize a sustainable, diverse and inclusive society. It clarifies global priorities and the world's needs, and mobilizes all efforts around a series of common goals and targets. The SDGs also list a number of labor-related areas that *Sharoushi* is involved in. At present, there is a growing momentum among companies in Japan to actively incorporate 17 goals into their management strategy, and to run their business with a view of human rights and the environment in mind, which will result in higher valuation of such companies by the society.

The Federation recognizes that SDGs-based initiatives will grow more broadly from a perspective of sustainable development of the Japanese society in the future. It will then make efforts, through the activities of the *Sharoushi*, to continue to support the sustainability of the society, taking pride in the fact that the *Sharoushi* system has contributed to supporting the effectiveness of the Japan's sustainable labor and social insurance legislations and their related systems.

Among the 17 prioritized goals, the Federation has decided to address in particular "goal 3: Ensure

healthy lives and promote well-being for all at all ages (ensuring the health lives of all people of all ages and promoting welfare)" and "goal 8: Promote decent work and economic growth (promoting sustainable, inclusive and sustainable economic growth for all people, productive full employment and descent work)."



The Ten Principles of the UN Global Compact

Human rights	Principle 1: Support and respect for the protection of internationally proclaimed human rights
	Principle 2: Non-complicity in human rights abuses
Labour	Principle 3: Freedom of association and the recognition of collective bargaining
	Principle 4: Elimination of forced labor
	Principle 5: Effective abolition of child labor
	Principle 6: Elimination of discrimination in employment and occupation
Environment	Principle 7: A precautionary approach to environmental issues
	Principle 8: Initiatives for environmental responsibility
	Principle 9: Development and diffusion of environmentally friendly technologies
Anti-Corruption	Principle 10: Work against all forms of corruption including extortion and bribery

"Compact" means vows and commitments, not being small

Sustainable development goals

SUSTAINABLE DEVELOPMENT GOALS



1. No poverty
2. Zero hunger
3. Good health and well-being
4. Quality education
5. Gender equality
6. Clean water and sanitation
7. Affordable and clean energy
8. Decent work and economic growth
9. Industry, innovation, infrastructure
10. Reduced inequalities
11. Sustainable cities and communities
12. Responsible consumption, production
13. Climate action
14. Life below water
15. Life on land
16. Peace, justice and strong institutions
17. Partnerships for the goals

(note) In order to realize a sustainable, diverse and inclusive society where no one is left alone, 17 international goals to be achieved by the year 2030, and 169 targets and 232 indicators under the goals have been set.

SDGs that are prioritized in the Federation

Items	Commitments
<p>Promote welfare services that help people live peacefully</p> 	<p>We will make efforts to provide welfare services that allow people to live peacefully. "Health insurance" is also one of the social welfare services. <i>Sharoushi</i> provides services with the aim of "contributing to the smooth implementation of labor and social insurance legislations as well as to the sound development of business and improvement in workers' welfare." We respond to consultations ranging from employment- to retirement-related issues on "labor and social insurance" and "pensions."</p> <ul style="list-style-type: none"> - City Pension Consultation Centers https://www.shakaihokenroumushi.jp/consult/tabid/217/Default.aspx - General Labor Consultation Corner https://www.shakaihokenroumushi.jp/consult/tabid/214/Default.aspx
<p>Promote welfare services that help people live peacefully</p> 	<ul style="list-style-type: none"> - A Special Site for Work Style Reform This site supports employers who want to realize work style reform, such as improved employment management. https://hatarakikata-sharoushi.org/ - General Labor Consultation Corner At the corner, <i>Sharoushi</i> consults on issues at workplaces. https://www.shakaihokenroumushi.jp/consult/tabid/214/Default.aspx - <i>Sharoushi</i> Association Labor Dispute Resolution Centers This is an organization which aims to solve problems between workers and management with the role of <i>Sharoushi's</i> mediation in "discussions" between them. In the centers, <i>Sharoushi</i> consults on issues at workplaces. https://www.shakaihokenroumushi.jp/consult/tabid/215/Default.aspx - <i>Sharoushi's</i> Lecture Delivery Service to School <i>Sharoushi</i> visits regional schools ranging from elementary schools to universities in coordination with educational institutions concerned to teach students basic knowledge on labor and social insurances before starting to work (Lecture Delivery Service to School). https://www.shakaihokenroumushi.jp/organization/tabid/261/Default.aspx

10 Toward Achieving Labor Management Compliance

As employment environment and labor management become more complex due to major changes in the Japanese society, demand for *Sharoushi* services has been shifted more to consultancy from procedure-focused services. *Sharoushi* in the future should be able to provide guidance on "non-financial" issues, including organizational structures of companies to maximize the capabilities of employees, and to view the overall corporate management from a broad perspective.

Even until now, *Sharoushis* have assessed labor management of clients through their daily labor management consultancy, including thorough compliance guidance taking the opportunity of a procedural advice. From now, *Sharoushis* are expected to conduct "Labor Management Assessment" regularly based on a proper standard and publicize its results, thus helping enhance social trust in the companies and hence providing the companies with added value of publicized sustainability of the companies.

I . *Sharoushi* Assessment Certification System

In April 1, 2020 onward, with the aim of assisting companies' personnel retention, the Federation launched "*Sharoushi* Assessment Certification System" as its unique certification system, where the Federation issues a certificate mark to companies that are proved to be actively engaged in Work Style Reform and implementing labor management compliance. There are three kinds of certificate marks: "Work-Environment-Improvement Declaration Company" mark, which is awarded to a company to have declared that the company is making efforts to improve the work environment; "Labor Management Assessment Conducting Company" mark, which is available to a company when the assessment results confirm the assessment has been conducted, and; "Labor Management Assessment Conformed Company" mark, which is awarded to a company whose examined assessment results have all been certified to be appropriate on the assessment criteria. A certified company is publicized with its related mark in the special website "the Plaza for Labor Management Assessment", which heavily helps appeal to the society that the company is "caring for people." The three marks are trademarks as evidence of trust and security, and the intellectual property rights are guaranteed for them.

Proper labor management in corporate management is a key management policy for corporate development. The Federation intends to actively promote the "*Sharoushi* Assessment Certification System" to ensure that companies will further enhance their corporate value and sustainability boosted by the certification of *Sharoushi's* Labor Management Assessment.

Companies should prepare comfortable work environments urgently to secure and retain the workforce. They are required to develop corporate governance and internal control systems to enhance the transparency of the management condition. Appropriate evaluation in the finance and labor management as well is essential to show corporate business healthiness.

The Federation plans to develop its public relations activities in cooperation with other relevant organizations in order to enhance the public awareness of the "*Sharoushi* Assessment Certification System's" effectiveness.



II . Labor Management Audit

The Labor and Social Security Attorneys Integrated Research Organization (hereinafter referred to as "*Sharoushi Soken*") has progressed a study under the theme of "Labor Management Audit"

The "Labor Management Audit" that the Federation advocates aims to evaluate companies from a perspective of legitimacy, appropriateness, and optimality whether the companies effectively link and run business management and personnel management, fulfilling their corporate social responsibilities on labor (CSR on labor). With such an objective, the "Labor Management Audit" is a method to understand and audit corporate activities as a structured labor organization.

The Labor Management Audit is supported by two pillars of "labor compliance audit", which relates to the legality and appropriateness of major systems and regulations concerning companies' personnel management (labor management measures) , and "personnel portfolio audit", which relates to the appropriateness of personnel placement.

III . Working Conditions Review

As outsourcing of local government operations to the private sector expands, cost reduction through competitive bidding is underway. Some of the entrusted companies have proved not to comply with labor legislations to reduce costs, including unpaid overtime and no coverage of social insurances. Thus, working conditions of workers employed by those entrusted companies and their labor management appropriateness came to be needed to be assessed and reviewed objectively. Upon requests from local governments, the Federation implements the Working Conditions Review in order to play part of such roles. In fiscal 2019, the Federation implemented 361 cases of review nationwide.

The Ministry of Justice had formerly entrusted the "administrative work (work b) related to issuing certificates of registered matters, etc., and viewing registered records, etc." with private enterprises through competitive bidding, but wrongdoings occurred in relation to social insurances premium payments among some entrusted companies. After this incident, the Ministry of Justice made a request to us as experts specialized in labor and social insurance legislations, for a cooperation at the bidding process. We *Sharoushis*, then, have continued the cooperation with the investigations since FY 2012, putting to use the techniques that *Sharoushi* have acquired for Working Conditions Review.

11 Efforts for School Education

The Federation started the school education project in 2003. In those days, there was a sharp increase in the number of cases such as dismissals, deteriorations in working conditions, troubles in workplaces due to power harassment or sexual harassment, unemployment, and working-environment-related mental health disorders. Given these circumstances, school education on social security at junior or high school level was necessary to make students be aware of the importance of social security and the significance of working. It was very meaningful for *Sharoushis* to teach students about attitude of mind to work and many other related things to know before starting to work. *Sharoushi* Associations launched a school education in junior high schools as its pioneer project in this field ahead of other organizational initiatives across the country.

Such a school education project (Lecture Delivery Service to School) then expanded to high schools, and Prefectural Associations came to organize the projects over the country. In 2018, along this trend, the President of the Federation proposed to the then-Minister of Education, Culture, Sports, Science and Technology "the introduction of knowledge on labor and social insurance system into school education curricula". The Federation produced a textbook for its school education (Lecture Delivery Service to School) entitled "Basic knowledge for a worker - To you who enter the world of work." In 2011 onward, the Federation has developed its Lecture Delivery Service using the textbook in an attempt to improve the project further.

In addition, we also offer classes (donation courses) for university students etc., as initiatives of Prefectural Associations and/or Regional Councils. These donation courses provide higher professional lectures to university students, contributing to fostering human resources that can play a part in the society in many fields.

As its teaching material, we have created "Basic knowledge for a worker - To you who enter the world of work." This textbook contains rules and systems related to jobs to help students start to work peacefully.

- Introduction
- to work for a company
- many working styles
- Check your pay slip.
- what you should know before joining the company
- when you want to take a leave in the company
- when you come across troubles in the workplace
- when you went to a hospital for your illness or injury
- when you get injured in the workplace or while you were commuting
- when you lose or leave your job
- How to prepare for your life after you get aged?
- where to consult when you need some help?
- what are Labor and Social Security Attorney (*Sharoushi*)?



Sustainable development goals

Fiscal 2012

Number of applicable prefectures	Number of schools	Compositions
38 prefectures	358	Universities 37
		Vocational schools 19
		Special Support Schools 4
		High schools 270
		Junior High Schools 24
		Elementary schools 1
		Other schools 20
		The number of students (those who used the textbook) 46,521

Fiscal 2013

Number of applicable prefectures	Number of schools	Compositions
38 prefectures	366	Universities 52
		Vocational schools 21
		Special Support Schools 10
		High schools 253
		Junior High Schools 29
		Elementary schools 1
		Other schools 15
		The number of students (those who used the textbook) 44,516

Fiscal 2014

Number of applicable prefectures	Number of schools	Compositions
41 prefectures	442	Universities 62
		Vocational schools 34
		Special Support Schools 13
		High schools 297
		Junior High Schools 34
		Elementary schools 2
		Other schools 13
		The number of students (those who used the textbook) 55,649

Fiscal 2015

Number of applicable prefectures	Number of schools	Compositions
40 prefectures	430	Universities 45
		Vocational schools 27
		Special Support Schools 11
		High schools 300
		Junior High Schools 44
		Elementary schools 3
		Other schools 28
		The number of students (those who used the textbook) 53,353

Fiscal 2016

Number of applicable prefectures	Number of schools	Compositions
43 prefectures	515	Universities 54
		Vocational schools 51
		Special Support Schools 26
		High schools 316
		Junior High Schools 65
		Elementary schools 3
		Other schools 33
		The number of students (those who used the textbook) 58,732

Fiscal 2017

Number of applicable prefectures	Number of schools	Compositions
43 prefectures	524	Universities 67
		Vocational schools 64
		Special Support Schools 31
		High schools 303
		Junior High Schools 55
		Elementary schools 4
		Other schools 14
		The number of students (those who used the textbook) 61,033

Fiscal 2018

Number of applicable prefectures	Number of schools	Compositions
44 prefectures	563	Universities 60
		Vocational schools 57
		Special Support Schools 43
		High schools 333
		Junior High Schools 63
		Elementary schools 7
		Other schools 12
		The number of students (those who used the textbook) 62,642

Fiscal 2019

Number of applicable prefectures	Number of schools	Compositions
41 prefectures	482	Universities 49
		Vocational schools 55
		Special Support Schools 41
		High schools 277
		Junior High Schools 59
		Elementary schools 1
		Other schools 24
		The number of students (those who used the textbook) 54,128

12 Efforts for Adult Guardianship System

I . Changes in the Society and Development of Nursing Care Insurance System and Adult Guardianship System

The Japanese society has entered an unprecedented ultra-aged society with an extremely low birthrate. According to the 2020 White Paper on Health, Labour and Welfare, the total population stood at 126 million and the population at the age of 65 or over stood at 35.89 million; the ratio of the latter to the former (aging rate) has reached 28.4%. According to the statistics, the total population for 2040, in 21 years, is projected to stand at 111 billion and population aged 65 or over is 39.21 million, projecting the aging rate to reach a significant 35.3%. As illustrated, aging population is expected to accelerate.

	1990	2019	2040
Total population	124 million	126 million	111 million
Population aged 65 or over (aging rate)	148.9 million (12.1%)	35.89 million (28.4%)	39.21 million (35.3%)

Source: "2020 White Paper on Health, Labour and Welfare"

According to Ministry of Health, Labor and Welfare 2019 Comprehensive Survey of Living Conditions, the Japanese population aged 65 or over stands at 37.631 million living in 25,584 million households, of which the number of households where "single person aged 65 or over lives" is 7.369 million. It indicates that the number of aged people living alone is increasing.

As nuclearization of families progressed and the number of aged people living alone increased, there had been a growing demand for a change in the supporting system of nursing care and protection of rights of elderly people who did not have sufficient capacity to make decisions due to dementia, etc. A change from a family-based supporting system to a system supported by the society as a whole was demanded. Against this backdrop, the nursing care insurance system and the adult guardianship system were established in 2000.

II . Background behind the needs for *Sharoushi* for Adult Guardianship Service

As mentioned above, the nursing care insurance system and the adult guardianship system were established to prepare hand in hand a supporting system of elderly people in an era of ultra-aged society with a very low birthrate.

In relation to the nursing care insurance system, *Sharoushi* is an expert in the preparation and submission of application forms of nursing care eligibility certification, etc. to municipalities. In the field of aged pensions and disability pensions, which support elderly people's lives, traditionally, *Sharoushi* covers services ranging from consultation on benefits to the documentation and submission of claims.

In such circumstances, some *Sharoushis* were convinced that they would need to cooperate at a local level to assist aged people for their pension benefits as the aging society becomes more progressed. Then, these *Sharoushis* on an individual basis voluntarily established a study group for a nursing care insurance system and an adult guardianship system, and later, contacted municipalities or family courts and started the service as an adult guardian.

III . Efforts by the *Sharoushi* Associations

Efforts for Adults Guardianship Service by *Sharoushi* at local levels started to develop gradually from Saitama and Tokyo Prefectural Associations. The Federation, thus, set it in its fiscal 2011 business plan to support the related activities of the Prefectural Associations and their members. Since then, in order to ensure that *Sharoushi* would be selected as guardians by the family courts, the Federation has conducted such measures as: implementing training to learn knowledge and ethics required for the guardianship service; designing a framework to secure liabilities for damages for *Sharoushi* and; founding general incorporated associations separate from the Prefectural Associations.

Since then, the Prefectural Associations have organized training courses for fostering Adult Guardians and have promoted to found General Incorporated Associations, *Sharoushi* Adult Guardianship Centers. Up until now, 17 *Sharoushi* Adult Guardianship Centers have been established all over the country; the total number of appointed guardians, curators, and assistants has amounted to 463 as of the end of fiscal 2019.

A List of the General Incorporated Association, *Sharoushi* Adult Guardianship Centers (as of January 31, 2021)

	Name of the Center	Established Date	Address	Telephone Number
1	Hokkaido	Jan. 20, 2014	Sunny Minami-yonjo Bldg. 2F, 1293-13, Minami-yonjo-nishi 11-chome, Chuo-ku, Sapporo-shi	011-518-1165
2	Miyagi	Feb. 24, 2016	9-5, Honcho 1-chome, Aoba-ku, Sendai-shi	018-823-6835
3	Akita	Apr. 21, 2015	2-44, Omachi 3-chome, Akita-shi	018-823-6835
4	Fukushima	Feb. 7, 2018	Oyama-aza-Sanbonmatsu 19-3, Fukushima-shi	024-535-4430
5	Saitama	Aug. 1, 2014	Asahiseimei Bldg. 7F, 1-1, Takasago 1-chome, Urawa-ku, Saitama-shi	090-5822-9340 direct
6	Chiba	Dec. 2, 2015	Fujimi Highness Bldg. 7F, 7-5, Fujimi 2-chome, Chuo-ku, Chiba-shi	043-223-6002
7	Tokyo	April 1, 2014	Ochanomizu-Solacity Academia 4F, 6, Kandasurugadai 4-chome, Chiyoda-ku	03-5289-8863
8	Toyama	Nov. 12, 2013	Kawaguchi Bldg. 2F, 6-18, Chitose-machi 1-chome, Toyama-shi	076-441-0457
9	Ishikawa	Jun. 21, 2013	Able Kanazawa Bldg. 2F, 502, Tamaboko 2-chome, Kanazawa-shi	076-292-2066
10	Yamanashi	May 22, 2014	Nisei Bldg. 2F, 1-11, Sakaori 1-chome, Kofu-shi	055-244-6064
11	Nagano	Jul 31, 2015	Suzumasa Bldg. 3F, 16-11, Nakagoshō 1-chome, Nagano-shi	026-223-0811
12	Aichi	Oct. 20, 2014	Sanbonmatsu-cho 3-1, Atsuta-ku, Nagoya-shi	052-889-2800
13	Wakayama	Dec. 1, 2015	5-46, Kitadejima 1-chome, Wakayama-shi	073-425-6584
14	Okayama	Mar. 1, 2017	Formerly Okayama-aobaseimei Bldg. 7F, 11-13, Nodaya-cho 2-chome, Kita-ku, Okayama-shi	086-226-0164
15	Hiroshima	Oct. 1, 2013	Hiroshima-Intesu Bldg. 5F, Hashimoto-cho 10-10, Naka-ku, Hiroshima-shi	082-836-4487
16	Fukuoka	Nov. 2, 2015	5-28, Hakataeki-higasi 2-chome, Hakata-ku, Fukuoka-shi	092-414-8775
17	Kumamoto	Oct. 22, 2013	Senju Bldg. 5F A, 30-1, Saiku-machi 4-chome, Chuo-ku, Kumamoto-shi	096-324-1124

Appointments of the Guardians, etc,

(cases)

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Adult Guardians	218	284	361	312	367
Curators	33	49	74	63	83
Assistants	7	10	14	14	13



13 *Sharoushi* Association Labor Dispute Resolution Centers

The Justice System Reform Council was established in the Cabinet on July 27, 1999, with the aim of building a judicial system that is easy for the public to use. The promotion of dispute resolution methods other than judicial courts and the utilization of experts including *Sharoushi* were discussed in the Council. In those days, there was already an increase in non-regular employment, and changes in working conditions had been taking place due to the introduction of performance-based systems. Amidst the long-term recession, therefore, "individual labor-related disputes", which were troubles on an individual basis between workers and employers, were sharply increasing in number. Against such a backdrop, the "Act on Promoting the Resolution of Individual Labor-Related Disputes" was enacted, promulgated on July 11, 2001 as Law No. 112, and came into force on October 1, 2001. Based on this Act, a mediation system was introduced to the administration of prefectural labour bureaus to be handled by its Dispute Coordination Committees.

Following the enactment of the Act, General Labor Consultation Corners have come to be set at a Prefectural Association level in succession, from a viewpoint that the corner will help prevent individual labor-related disputes or enhance people's comfort by its resultant amicable resolution.

Subsequently, the Justice System Reform resulted in the enactment of the "Act on Promotion of Use of Alternative Dispute Resolution" Law Concerning the Promotion of the use of Non-judicial Dispute Resolution Procedures" (hereinafter referred to as "ADR Act"), which authorizes certified private enterprises to resolve disputes, which had been conducted by the government, etc. Following the enactment of the ADR Act, the Federation decided to establish a certified ADR organization as a private-sector-based ADR for itself and the Prefectural Associations so that *Sharoushis* would be authorized to resolve individual labor-related disputes to fulfill their mission.

The Federation obtained a certification from the Minister of Justice on July 11, 2008. Then, after the designation by the Minister of Health, Labor and Welfare on July 22 of the year, the Federation established the "*Sharoushi* Association Labor Dispute Resolution Centers." Forty-five prefectural associations have established each "*Sharoushi* Association Labor Dispute Resolution Center", contributing to many dispute resolutions.

In addition, a "workplace trouble consultation dial (telephone)" is set at a General Labor Consultation Corner to allow the Labor Dispute Resolution Center concerned to take it directly to a mediation process if the issue is dispute-oriented and the consulting people wants it.

Mediations by Type of Labor Disputes (accumulated number of cases and percentage)

Type of Disputes	Number of Cases	Percentage
Dismissal, retirement, termination of employment	580	49.4%
Working Conditions	60	5.1%
Unpaid wages, unpaid overtime, retirement benefits	263	22.4%
Power harassment, sexual harassment, bullying	185	15.7%
Others (*)	87	7.4%
Total	1,175	100%

* a claim for damages due to the leakage of personal information; a claim for social insurance procedures, etc.

1.4 City Pension Consultation Centers

The City Pension Consultation Centers (hereinafter referred to as “Machikado Centers”) is a business that the Federation undertakes from the Japan Pension Service (hereinafter referred to as the “Pension Service”). The Federation runs 80 Machikado Centers in 41 prefectures over the country (51 centers and 29 offices).

Based on the spirit of “comfort in close touch and trust”, Machikado Centers accommodate about 400 staff and 800 *Sharoushi*, handling over 800,000 consultations annually on retirement pensions, survivor’s pensions, and disability pensions. Machikado Centers are thus firmly responding to the referred mission from people.

The Federation launched the operation of Machikado Centers in January 2010. The following is the details how the Federation came to be entrusted the Pension Consultation Centers from the former Social Insurance Agency, which had been operating the said Centers.

I. Background of the Federation’s being entrusted the City Pension Consultation Centers Business

After the national pension record-keeping problem was revealed in May 2007, the Federation promptly resolved at its board meeting to conduct free pension consultations at *Sharoushi*’s offices, etc. in order to dispel people’s anxiety and protect their rights as only *Sharoushis* were experts specialized in public pensions with an national qualification concerned. Then, the Federation launched free pension consultations nationwide in cooperation with Prefectural Associations.

In January 2008, upon request from the government (then Minister of Health, Labour and Welfare Masuzoe), the Federation actively pursued free pension consultation activities at Pension Consultation Centers of Prefectural Associations and individual *Sharoushi*’s offices, with extended support from Associations and *Sharoushi*.

Following the abolition of the Social Insurance Agency, it was decided that the Pension Service would be established in its place on January 1, 2010, and that 51 Pension Consultation Centers, which had been operated by the Social Insurance Agency, would be outsourced. The Federation proposed its initiative of “Machikado Corners” run by *Sharoushi*, and upon request from the government, the Federation came to be entrusted with the management of the Pension Consultation Centers.

The Federation established a special committee to prepare for the contract, and made vigorous efforts including observing the Pension Consultation Center, which was operated by the Social Insurance Agency, to study the actual administration of the business concerned.

On December 28, 2009, the Federation and Pension Service signed an agreement on the outsourcing of the Pension Consultation Centers. The Federation was entrusted with the management of the 51 Pension Consultation Centers located in 27 prefectures nationwide, and on January 4, 2010, the new business started as the City Pension Consultation Centers (Machikado Centers) under the Federation.

[Content of entrusted businesses]

1. Pension consultation services
2. Acceptance of adjudication requesting applications, etc.
3. Reproduction and issue of tax withholding vouchers, etc.
4. Public awareness of the pension system
5. Activities associated with 1-4 above

[Places of execution of the entrusted businesses]

Fifty-one Pension Consultation Centers nationwide (at that time)

II . Inception of the City Pension Consultation Centers

Administration work was taken over from the former Social Insurance Agency and its 27 Prefectural offices on December 28, 2009, the last business day of the year after business hours finished. Then, we had to make preparations in such a very tight schedule as launching the new business early in the new year.

On January 4, 2010, our 51 City Pension Consultation Centers in 27 prefectures started the business altogether. It aimed to provide face-to-face pension consultancy services nationwide to contribute broadly to improving convenience of people's lives. The City Pension Consultation Centers came to be fully put on track several months later thanks to the efforts of the Operation Department of the City Pension Consultation Centers which was established in each Prefectural Association for machikado Center's operation (hereinafter referred to as "Operation Department") Centers' staff and *Sharoushis* who were entrusted.

III . Office openings

Originally, there were 51 City Pension Consultation Centers located in 27 prefectures, but we have requested the Pension Service that we would like to have City Pension Consultation Centers at all the prefectures.

As a result, it proved not possible to establish new Centers, but instead, a new type of permanent small consultation offices were born, which can be called a mini-City Pension Consultation Center with two counters. This new type of offices, which are named "Office", were established in ten locations in five prefectures in fiscal 2011; 29 Offices have been opened until fiscal 2017, and currently 80 Centers and Offices are running in 41 prefectures.

IV . Projects in fiscal 2019

We made efforts in City Pension Consultation Centers to further enhance the quality of a face-to-face pension consultation and try to operate the business appropriately; in fiscal 2019, we focused on the following measures:

1. We attempted to improve training in order to enhance the skills of consultants, we picked up timely information to teach them in training. In addition, we made efforts to conduct a training program for them every month.
2. For training for heads of Centers/Offices, we provided them with materials on businesses of Centers/Offices, and materials concerning mental preparations and attitude to heighten awareness as a manager.
3. In organizing different training courses and meetings, we made efforts to implement them effectively by using web systems.
4. In order to confirm and promote proper business operations of Centers/Offices, the Federation requested the Operation Departments to implement guiding audits (voluntary inspection). We responded to circuit

teaching teams (80 locations) sent from the Pension Service headquarters office in cooperation between the Operation Headquarters of the Federation and the Operation Department of Prefectural Associations concerned.

5. We responded to on-the-spot inspections by the Personal Information Protection Commission (PPC), hearing by Board of Audit, and audit by the auditor of the Pension Service in cooperation between the Operation Headquarters of the Federation and the Operation Department of each Prefectural Association.
6. With regard to consultations with an appointment, which started in fiscal 2017, the number of consultations at the City Pension Consultation Centers increased more than expected along with the increase in the rate of consultations with an appointment in the Pension Service branch offices. The Federation negotiated with the Pension Service many times to take necessary budget measures required for strengthening the City Pension Consultation Centers system, and signed an agreement for an amendment for increased budgets required for strengthening the system.
7. In relation to livelihood support benefits, which started in October, 2019, the Federation collected necessary information, and produced and provided training materials to respond to consultations appropriately and promptly.

The Federation made efforts to gain trust of the nationals by responding to people's consultations courteously, paying attention to people's perspective. The number of pension consultations stood at 839,880 during the fiscal year 2019.

In order to continue to contribute to the further improvement in people's lives convenience, we will respond to the revision of the pension system promptly and will further improve the skills of the City Pension Consultation Centers' consultants in face-to-face pension consultations. In addition, we will not only strive for more appropriate operation of the business, but will continue to negotiate with the Pension Service to increase offices so that there are no longer prefectures with no the City Pension Consultation Centers.

The trend of Consultations for the last five fiscal years

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Number of Consultations	858,061	752,878	986,162	805,851	839,880

15 Functions in the Event of Disasters

I . Efforts to Assist Restoration from the Great East Japan Earthquake

On March 14, 2011, for the main purpose of assisting restoration of devastated regions and supporting Association members that suffered from the disaster, the Federation established the Tohoku Region Pacific Earthquake Disaster Countermeasures Headquarters, which later was renamed the Great East Japan Earthquake Disaster Countermeasures Headquarters, and has carried out the following projects:

1. Projects to be implemented by disaster-affected Prefectural Associations
 - providing victims of the earthquake and the nuclear power plant accident with free telephone consultations on labor and social insurances
2. Projects to be implemented by prefectural associations other than those victimized
 - Implementation of free, face-to-face consultations for victims who were staying at a shelter in prefectures away from their affected regions
 - Implementation of a project to dispatch *Sharoushis* belonging to Prefectural Associations of neighboring prefectures ,as consultants, to those five victimized Prefectural Associations (Aomori, Iwate, Miyagi, Fukushima, and Ibaraki)
3. A cooperation project to support administrative agencies in their organized consultations, etc.
 - a project to dispatch *Sharoushis* to Labor Bureaus, Pension Service branch offices, Japan Health Insurance Association branch offices, prefectural governments, and municipalities that are located in the affected area to help their organized consultations
4. Projects to be carried out by the Federation
 - Solicitation of donations
 - Establishment and operation of telephone consultations "Hotline for Restoration" by the Federation
 - Joint projects of "*Sharoushi* Associations Labor and Pension Hot Caravan" , which are hosted by the Prefectural Associations of affected areas
 - Proposals to the Minister of Health, Labour and Welfare

II . Natural Disasters

Against natural disasters that occur in many areas, the Federation works on various support activities based on the damage situation, and also takes various measures from a risk management viewpoint.

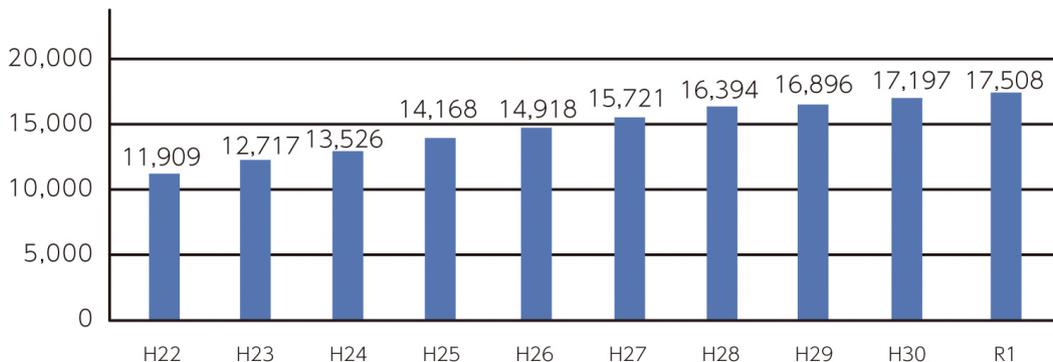
16 Liability Insurance System for *Sharoushi*

The General Liability Insurance for *Sharoushi* covers damages incurred by an insured *Sharoushi* due to fulfilling legal liability for the damages caused by an unforeseen accident resulting from *Sharoushi* business performed by the insured *Sharoushi* or its assistants (employees, servants or other persons to assist the business) as far as the damage is claimed in Japan during the insured period. In the first place, no accidents in the performance of *Sharoushi*'s business are allowed, but just in case, this insurance has been systematized for the protection of *Sharoushi*'s clients and to avoid the risk of *Sharoushi*'s economic loss. Many *Sharoushis* have joined the insurance.

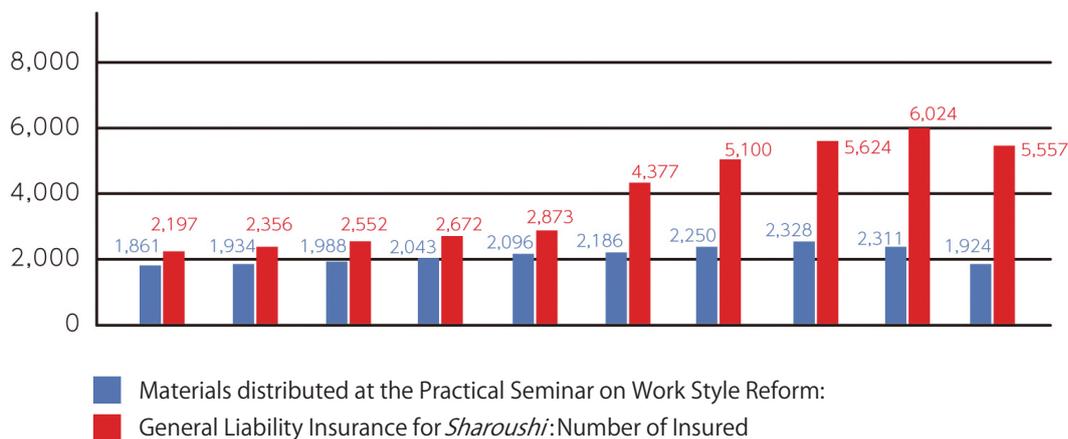
The system includes "Administration Association Collateral Insurance (special policy conditioned insurance purchase)", which compensates for damages suffered from Labor Insurance Administration Associations business, and "Cyber Risk Insurance and Information Leakage Insurance (both special policies conditioned)," which covers information leakage, risk damage along digitalization of society in recent years.

The system also covers the "employer liability insurance system", which compensates for legal liability, etc. in the event of labor accidents or commuting accidents, and the "group long-term disability income indemnity insurance (GLTD)". The status of the "General Liability Insurance for *Sharoushi*" is shown in the Charts below.

General Liability Insurance for *Sharoushi*: Number of Insured



Special Policy Conditioned Insurance Purchase: Number of Insured



Chapter 2

Sharoushi (Labor and Social Security Attorney)

- 1 History of the *Sharoushi* System (Outline)
- 2 Registration
- 3 Examinations for Qualified Dispute Resolution Procedure Proxy Service
- 4 Examinations for *Sharoushi* License

I . About *Sharoushi*

Sharoushi is an expert with a national qualification authorized under the *Sharoushi* Act (Labor and Social Security Attorney's Act), which was promulgated on June 3, 1968 and came into effect on December 2 of the year.

The *Sharoushi* system was established with the aim of contributing to the smooth implementation of labor and social insurance legislations, and to the sound development of business and the improvement in workers' welfare as well. Currently, there are about 43,000 *Sharoushis* registered nationwide working as experts acquainted with labor and social insurance laws and regulations. These are legislations closely related to people's life and companies' business such as the Labor Standards Act, Employment Insurance Act, Health Insurance Act, and National Pension Act.

II . Establishment of the *Sharoushi* System

■ Increase in social needs boosted by substantial development of post-war industries and the economy

As Japan's employment and labor systems were built in line with the postwar reconstruction period, the development of social security systems was rapidly progressing. As a result, specialized knowledge and experience came to be valued to respond to the labor management of diversified small- and medium-sized enterprises and to deal with social-insurance-related administrative work. Against such a backdrop, professions to be engaged in these tasks were born.

■ Increased momentum toward the establishment of related organizations

On the other hand, there emerged some people seeking a significantly high rate of commission for undertaking these tasks, or improperly intervening in labor disputes. Thus, increased a momentum of "forming industry associations to promote voluntary disciplines and to enhance qualities of those specialists." Along such moves, "Labor Management Specialist" (*Roumu-Kanrishi*) and "Social Insurance Specialist (*Shakai-Hokenshi*)" were born.

■ The enactment of the *Sharoushi* Act (The Labor and Social Security Attorney's Act)

Afterward, "*Roumu-Kanrishi*" and "*Shakai-Hokenshi*" came to be widely known and their importance in the society increased to a great deal. In line with such a move, there emerged a growing active momentum to incorporate both systems into a single legal one. As a result, the "*Sharoushi* Act" was promulgated on June 3, 1968 and came into effect on December 2 of the year.

■ The establishment of the Prefectural Associations and the Federation

When the *Sharoushi* Act was enacted, several different organizations were coexisting; mainly the Japan Labor Management Specialist Association and the Japan Social Insurance Specialist Association. In accordance with the first revision of the Act in May 1978, the "Labor and Social Security Attorney's Associations" at a prefectural level (Prefectural Associations) were established as legal organizations, and the "Japan Federation of Labor and Social Security Attorney's Associations" (Federation) was founded as their coalition organization.

III . The Revisions to the *Sharoushi* Act (Labor and Social Security Attorney Act)

Eight revisions have been made to the *Sharoushi* Act so far: the first revision was made in 1978 followed by the second in 1981, the third in 1986, the fourth in 1993, the fifth in 1998, the sixth in 2002, the seventh in 2005, and the eighth in 2014.

IV . Outline of the Past Revisions to the *Sharoushi* Act

The first revision	
Promulgated on May 20, 1978 Effective on September 1, 1978	<ul style="list-style-type: none"> - addition of submittal agency services - establishment of <i>Sharoushi</i> Associations, etc. - establishment of the Federation, etc. - cooperation of the <i>Sharoushi</i> Associations (Prefectural Associations) and the Federation with administrative agencies
The second revision	
Promulgated on June 2, 1981 Effective on April 1, 1982	<ul style="list-style-type: none"> - clarification of <i>Sharoushi</i>'s duties - expansion of the scope of submittal agency services - establishment of newly authorized service(s) adding system with notes as such in relation to application services, etc. - improvement in required qualifications for <i>Sharoushi</i> - change in qualification authorization from a permission- to a registration-based system in Prefectural Associations - enactment of disciplinary and punishment provisions, etc. - expansion of the scope of administrative services of <i>Sharoushi</i> Associations (Prefectural Associations) and the Federation
The third revision	
Promulgated on May 23, 1986 Effective on October 1, 1986	<ul style="list-style-type: none"> - establishment of proxy services available by <i>Sharoushi</i> for administrative applications, etc. - enactment of regulations concerning "in-house <i>Sharoushi</i>" - the obligation of making efforts to take training, etc.
The fourth revision	
Promulgated on June 14, 1993 Effective on April 1, 1994	<ul style="list-style-type: none"> - clarification of <i>Sharoushi</i>'s services - change in the registration to the immediate Association-entry system
The fifth revision	
Promulgated on May 6, 1998 Effective on October 1, 1998	<ul style="list-style-type: none"> - entrusting <i>Sharoushi</i> license examination administration to the Federation, etc. - expansion of the scope of proxy services available by <i>Sharoushi</i>
The sixth revision	
Promulgated on November 27, 2002 Effective on April 1, 2003	<ul style="list-style-type: none"> - addition of proxy services for mediations, etc. - relaxation of eligibility for taking <i>Sharoushi</i> license examinations - improvement in registration items, etc. - addition of provisions concerning notification of reasons for disciplinary actions, etc. - improvement in regulations concerning <i>Sharoushi</i>'s rights and obligations - establishment of the <i>Sharoushi</i> corporation system - improvement in listed matters in the bylaws of <i>Sharoushi</i> Associations (Prefectural Associations) and the Federation - improvement in penal provisions in line with the corporation establishment
The seventh revision	
Promulgated on June 17, 2005 Effective on March 1, 2006 and April 1, 2007	<ul style="list-style-type: none"> - expansion of the Dispute Resolution Procedure Proxy Service - implementation of training and examinations for the Qualified Dispute Resolution Procedure Proxy Service - deletion of the provision of non-intervention principle (former Article 23 of the Act) - improvement in regulations concerning <i>Sharoushi</i> corporations
The eighth revision	
Promulgated on November 21, 2014 Effective on April 1, 2015 and January 1, 2016	<ul style="list-style-type: none"> - a rise in the maximum value of the dispute settlement objective in the private sector's Dispute Resolution Procedure for individual labor disputes - establishment of <i>Sharoushi</i> curators system - improvement in regulations concerning the establishment of a <i>Sharoushi</i> corporation with a single employee

2 Registration

I . The Trend of the Number of *Sharoushi* Registered over the Country

The number of *Sharoushi* registered has been consistently increasing annually from 17,433 as of March 31, 1990, reaching 42,887 as of March 31, 2020.

A system "Special Labor and Social Security Attorneys (Special *Sharoushi*)" was newly established in fiscal 2007. The number of Special *Sharoushi* has also been increasing consistently annually, standing at 13,447 as of March 31, 2020.

In addition, the establishment of a *Sharoushi* corporation was authorized by the 2002 revised *Sharoushi* Act, and the establishment of a *Sharoushi* corporation with a single employee has been authorized since 2016 by the 2014 revised *Sharoushi* Act. As of March 31 2020, 1,934 *Sharoushi* corporations are registered, including 767 corporations with a single employee.

Number of *Sharoushi* registered as of the fiscal year end

Fiscal year	<i>Sharoushi</i> in business	Employees of <i>Sharoushi</i> corporations	In-house <i>Sharoushi</i> , etc.	Total	Year over year
FY 2009	20,992 (5,915)	740 (269)	13,000 (1,340)	34,732 (7,524)	+1,061 (1,082)
FY 2010	21,527 (6,561)	891 (326)	13,383 (1,622)	35,801 (8,509)	+1,069 (985)
FY 2011	21,983 (7,029)	984 (394)	13,883 (1,813)	36,850 (9,236)	+1,049 (727)
FY 2012	22,469 (7,605)	1,086 (446)	14,229 (2,040)	37,784 (10,091)	+934 (855)
FY 2013	22,815 (7,980)	1,211 (529)	14,419 (2,244)	38,445 (10,753)	+661 (662)
FY 2014	23,241 (8,352)	1,359 (607)	14,731 (2,422)	39,331 (11,381)	+886 (628)
FY 2015	23,480 (8,552)	1,648 (759)	14,982 (2,575)	40,110 (11,886)	+779 (505)
FY 2016	23,573 (8,732)	1,955 (908)	15,007 (2,705)	40,535 (12,345)	+425 (459)
FY 2017	23,725 (8,909)	2,241 (1,153)	15,221 (2,739)	41,187 (12,801)	+652 (456)
FY 2018	23,962 (9,007)	2,491 (1,276)	15,603 (2,836)	42,056 (13,119)	+869 (318)
FY 2019	24,158 (9,116)	2,759 (1,401)	15,790 (2,930)	42,887 (13,447)	+831 (328)

Number of *Sharoushi* Corporations registered as of the fiscal year end

(As of the end of March each FY)

Fiscal year	Number of of New <i>Sharoushi</i> corporation members	Dissolutions and abolitions	Number of <i>Sharoushi</i> corporations registered
FY 2009	61	11	410
FY 2010	95	16	489
FY 2011	71	18	542
FY 2012	95	38	599
FY 2013	73	12	660
FY 2014	115	23	752
FY 2015	220	12	960
FY 2016	284	18	1,226
FY 2017	277	32	1,471
FY 2018	266	29	1,708
FY 2019	260	34	1,934

II . Structure of *Sharoushi* over the country by age group and gender

Sharoushi registered as of March 31, 2020 comprises an age group in their 20s (accounting for 0.4%), 30s (8.1%), 40s (29.5%), 50s (26.4%), 60s (21.0%), 70s (10.8%), 80s (3.4%), and 90 years old and over (0.4%). *Sharoushi* aged in their 40s is the largest group, followed by the group in their 50s, and 60s. The average age is 55.3, with the youngest being 24 and the oldest 99.

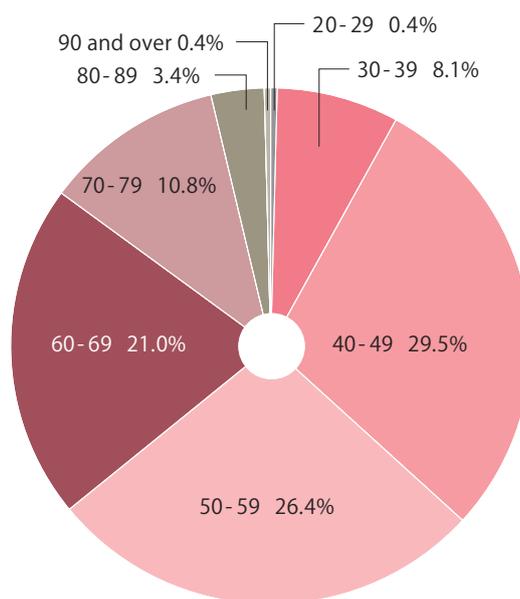
The structure by gender as of the end of March 31, 2020 is male accounting for 68.7% and female 31.3%.

Number of *Sharoushi* registered by gender as of the fiscal year end

Fiscal year	Number of registered <i>Sharoushi</i>	Male	Female
FY 2009	34,732	25,656 (73.9%)	9,076 (26.1%)
FY 2010	35,801	35,801 (73.5%)	9,489 (26.5%)
FY 2011	36,850	36,850 (72.9%)	9,987 (27.1%)
FY 2012	37,784	37,784 (72.5%)	10,383 (27.5%)
FY 2013	38,445	38,445 (71.9%)	10,790 (28.1%)
FY 2014	39,331	39,331 (71.3%)	11,275 (28.7%)
FY 2015	40,110	40,110 (70.6%)	11,773 (29.4%)
FY 2016	40,535	40,535 (70.5%)	11,973 (29.5%)
FY 2017	41,187	41,187 (69.9%)	12,397 (30.1%)
FY 2018	42,056	42,056 (69.3%)	12,910 (30.7%)
FY 2019	42,887	42,887 (68.7%)	13,414 (31.3%)

* The number in the parenthesis indicates the percentage of registered persons among the total.

Sharoushi compisition by age group (%)



(note) average age: 55.3 years old

Number of *Sharoushi* individual members registered

(unit: person)

	FY2010			FY2011			FY2012			FY2013			FY2014		
	busi	emp	Total												
1. Hokkaido	812	275	1,087	832	280	1,112	855	274	1,129	866	281	1,147	903	291	1,194
2. Aomori	167	38	205	160	38	198	160	42	202	159	41	200	164	39	203
3. Iwate	121	50	171	129	44	173	128	42	170	132	43	175	134	46	180
4. miyagi	315	113	428	325	135	460	331	149	480	347	156	503	362	156	518
5. Akita	129	42	171	128	41	169	129	40	169	129	38	167	135	37	172
6. Yamagata	143	51	194	143	47	190	148	45	193	155	45	200	161	48	209
7. Fukushima	229	49	278	233	53	286	245	54	299	255	54	309	260	50	310
8. Ibaraki	332	94	426	351	105	456	353	106	459	358	109	467	360	116	476
9. Tochigi	269	46	315	272	51	323	283	58	341	281	59	340	287	54	341
10. Gunma	349	191	540	345	205	550	346	210	556	352	212	564	354	219	573
11. Saitama	1,202	561	1,763		563	1,792	1,260	550	1,810	1,277	540	1,817	1,290	557	1,847
12. Chiba	953	368	1,321	965	393	1,358	975	419	1,394	998	418	1,416	1,003	434	1,437
13. Tokyo	3,939	4,573	8,512	4,031	4,742	8,773	4,175	4,875	9,050	4,278	4,938	9,216	4,431	5,060	9,491
14. Kanagawa	1,452	773	2,225	1,502	805	2,307	1,543	831	2,374	1,568	871	2,439	1,594	901	2,495
15. Niigata	355	161	516	365	163	528	368	170	538	369	165	534	375	156	531
16. Toyama	158	97	255	163	99	262	169	97	266	172	101	273	180	94	274
17. Ishikawa	196	88	284	201	97	298	203	98	301	210	98	308	216	96	312
18. Fukui	173	65	238	181	62	243	183	62	245	190	67	257	189	68	257
19. Yamanashi	135	27	162	132	32	164	141	28	169	145	28	173	145	29	174
20. Nagano	395	214	609	412	202	614	419	202	621	424	189	613	428	192	620
21. Gifu	320	197	517	326	201	527	340	204	544	356	200	556	363	208	571
22. Shizuoka	656	279	935	667	296	963	669	297	966	687	296	983	706	301	1,007
23. Aichi	1,444	766	2,210	1,472	816	2,288	1,519	841	2,360	1,554	839	2,393	1,590	866	2,456
24. Mie		235	123	358	130	371	254	117	371	266	116	382	266	125	391
25. Shiga	204	125	329	214	126	340	219	129	348	223	140	363	229	141	370
26. Kyoto	602	209	811	617	212	829	620	221	841	612	238	850	616	245	861
27. Osaka	1,959	1,692	3,651	1,998	1,743	3,741	2,060	1,794	3,854	2,090	1,803	3,893	2,152	1,807	3,959
28. Hyogo	1,012	433	1,445	1,051	456	1,507	1,074	485	1,559	1,081	502	1,583	1,093	525	1,618
29. Nara	205	86	291	220	79	299	224	89	313	237	91	328	234	93	327
30. Wakayama	172	63	235	179	69	248	179	74	253	183	70	253	184	69	253
31. Tottori	86	35	121	86	37	123	87	45	132	90	47	137	90	42	132
32. Shimane	81	41	122	86	44	130	90	41	131	88	39	127	90	39	129
33. Okayama	262	184	446	267	182	449	279	182	461	294	177	471	305	173	478
34. Hiroshima	610	134	744	616	140	756	627	147	774	636	156	792	649	143	792
35. Yamaguchi	191	91	282	195	88	283	199	82	281	197	88	285	205	81	286
36. Tokushima	117	38	155	120	37	157	123	37	160	119	41	160	118	48	166
37. Kagawa	201	70	271	208	72	280	211	76	287	213	65	278	212	74	286
38. Ehime	250	77	327	258	79	337	261	74	335	269	64	333	268	70	338
39. Kochi	106	60	166	104	61	165	102	62	164	105	66	171	107	66	173
40. Fukuoka	783	419	1,202	805	433	1,238	850	441	1,291	883	477	1,360	933	485	1,418
41. Saga	98	35	133	99	43	142	97	40	137	103	34	137	102	35	137
42. Nagasaki	97	62	159	100	61	161	101	60	161	98	57	155	100	62	162
43. Kumamoto	282	70	352	286	88	374	290	90	380	295	95	390	296	109	405
44. Oita	166	54	220	175	57	232	171	61	232	177	66	243	180	66	246
45. Miyazaki	152	38	190	151	40	191	155	47	202	157	48	205	164	55	219
46. Kagoshima	207	73	280	222	80	302	230	87	317	232	93	325	253	105	358
47. Okinawa	96	53	149	105	56	161	110	54	164	116	58	174	124	55	179
Total	22,418	13,383	35,801	22,967	13,883	36,850	23,555	14,229	37,784	24,026	14,419	38,445	24,600	14,731	39,331

1. Owned *Sharoushi* corporations include the number of persons working for *Sharoushi* corporations.

2. The definition of the abbreviated words is follows: "busi": *Sharoushi* in business "emp": Employees of *Sharoushi* corporations

Number of *Sharoushi* individual members registered

(unit: person)

	FY2015			FY2016			FY2017			FY2018			FY2019		
	busi	emp	Total												
1. Hokkaido	914	298	1,212	909	301	1,210	901	303	1,204	916	332	1,248	923	336	1,259
2. Aomori	158	40	198	158	40	198	162	45	207	164	46	210	161	49	210
3. Iwate	131	49	180	138	53	191	143	57	200	148	58	206	151	54	205
4. miyagi	374	156	530	376	158	534	380	159	539	382	166	548	393	171	564
5. Akita	137	34	171	139	34	173	139	34	173	139	36	175	141	32	173
6. Yamagata	170	48	218	171	42	213	176	48	224	182	47	229	179	46	225
7. Fukushima	265	51	316	257	59	316	270	57	327	276	57	333	284	49	333
8. Ibaraki	383	107	490	379	114	493	382	108	490	387	116	503	390	118	508
9. Tochigi	291	57	348	289	57	346	290	62	352	286	65	351	289	61	350
10. Gunma	366	219	585	363	222	585	376	210	586	387	199	586	386	197	583
11. Saitama	1,310	557	1,867	1,319	551	1,870	1,318	550	1,868	1,336	570	1,906	1,355	586	1,941
12. Chiba	1,028	423	1,451	1,047	431	1,478	1,075	423	1,498	1,085	455	1,540	1,109	457	1,566
13. Tokyo	4,534	5,218	9,752	4,679	5,294	9,973	4,824	5,435	10,259	4,941	5,621	10,562	5,084	5,769	10,853
14. Kanagawa	1,644	879	2,523	1,656	889	2,545	1,666	911	2,577	1,713	931	2,644	1,738	955	2,693
15. Niigata	374	150	524	382	144	526	383	139	522	389	145	534	383	150	533
16. Toyama	185	99	284	184	102	286	190	99	289	199	97	296	203	99	302
17. Ishikawa	216	101	317	212	104	316	216	100	316	214	103	317	215	107	322
18. Fukui	188	72	260	194	62	256	195	63	258	190	65	255	199	60	259
19. Yamanashi	146	32	178	145	30	175	148	29	177	148	30	178	147	33	180
20. Nagano	428	202	630	432	201	633	431	198	629	432	200	632	432	191	623
21. Gifu	367	209	576	367	206	573	367	210	577	367	217	584	367	222	589
22. Shizuoka	702	316	1,018	710	311	1,021	712	314	1,026	722	305	1,027	738	310	1,048
23. Aichi	1,634	877	2,511	1,649	900	2,549	1,658	941	2,599	1,695	936	2,631	1,724	976	2,700
24. Mie	272	129	401	273	135	408	281	135	416	281	137	418	294	137	431
25. Shiga	229	133	362	239	128	367	247	114	361	256	116	372	260	121	381
26. Kyoto	626	251	877	625	255	880	633	250	883	633	252	885	657	254	911
27. Osaka	2,227	1,826	4,053	2,307	1,783	4,090	2,381	1,798	4,179	2,434	1,830	4,264	2,461	1,903	4,364
28. Hyogo	1,115	513	1,628	1,148	487	1,635	1,173	490	1,663	1,202	496	1,698	1,201	519	1,720
29. Nara	230	97	327	223	92	315	224	91	315	225	95	320	236	98	334
30. Wakayama	184	69	253	180	71	251	182	70	252	186	64	250	190	62	252
31. Tottori	89	41	130	97	36	133	106	31	137	109	28	137	104	35	139
32. Shimane	96	37	133	92	37	129	92	34	126	91	35	126	93	38	131
33. Okayama	316	174	490	317	173	490	322	188	510	334	190	524	340	189	529
34. Hiroshima	661	140	801	663	131	794	660	144	804	666	149	815	678	154	832
35. Yamaguchi	207	89	296	218	86	304	223	83	306	221	89	310	225	84	309
36. Tokushima	125	48	173	132	45	177	135	45	180	136	48	184	138	46	184
37. Kagawa	207	76	283	207	78	285	209	75	284	209	75	284	212	78	290
38. Ehime	283	70	353	288	71	359	289	75	364	288	75	363	291	69	360
39. Kochi	109	66	175	110	68	178	111	72	183	112	74	186	114	69	183
40. Fukuoka	967	498	1,465	994	506	1,500	1,011	506	1,517	1,047	524	1,571	1,081	547	1,628
41. Saga	103	36	139	102	30	132	108	35	143	108	33	141	113	33	146
42. Nagasaki	104	68	172	105	65	170	105	66	171	109	67	176	116	65	181
43. Kumamoto	298	129	427	303	123	426	316	128	444	321	130	451	323	135	458
44. Oita	178	73	251	180	74	254	184	75	259	189	77	266	191	75	266
45. Miyazaki	168	57	225	170	55	225	170	49	219	185	44	229	188	46	234
46. Kagoshima	263	107	370	269	112	381	264	117	381	272	126	398	276	133	409
47. Okinawa	126	61	187	131	61	192	138	55	193	141	52	193	144	52	196
Total	25,128	14,982	40,110	25,528	15,007	40,535	25,966	15,221	41,187	26,453	15,603	42,056	26,917	15,970	42,887

1. Owned *Sharoushi* corporations include the number of persons working for *Sharoushi* corporations.2. The definition of the abbreviated words is follows: "busi": *Sharoushi* in business "emp": Employees of *Sharoushi* corporations

I . Special training

The seventh revision to the *Sharoushi* Act qualified *Sharoushi* with a qualification to carry out the Dispute Resolution Procedure Proxy service. *Sharoushi* who want to be qualified for the service is required to complete the "special training", which gives necessary knowledge and administrative abilities, to pass the examination for qualified Dispute Resolution Procedure Proxy Service, and to receive a note as such added to his or her registration information.

The special training has been organized by the Federation since fiscal 2006. The training course is composed of three parts: lectures, group training, and seminars, with the total training hours being set at 63.5 hours.

1. Lecture (30.5 hours)

This is a training course on legal and practical aspects of individual labor-related disputes. It aims to help understand the system and theories of individual labor-related laws in the constitutional-based legal framework, and to establish ethics in the proxy services concerned. For these purposes, the following subjects are lectured:

A. roles and duties fulfilled by Special *Sharoushi*; B. responsibilities and ethics of experts; C. the Constitution (in relation to basic human rights); D. the Civil code (in relation to basic part of contracts and tort); E. labor relations laws; F. labor contracts and labor conditions; G. expertise in relation to individual labor relations legislations; H. individual labor dispute resolution system

2. Group training (18 hours)

This is a training program to study documentation (production of applications and reports) in individual labor-related disputes. It is conducted in a group of about 10 trainees with a Special *Sharoushi* as a group leader. It mainly uses, as materials, case studies to be used in the Seminar, focusing on examining applications and reports, clarification of the issues, negotiating reconciliation skills, and agents' authority and ethics using role-play methods.

3. Seminar (15 hours)

This is a training program to study procedures for the resolution of individual labor-related disputes, aiming to foster practical skills necessary for implementing the proxy work. It uses case studies and focuses on examining applications and reports, clarification of the issues, negotiating reconciliation skills, and agents' authority and ethics using role-play methods.

Number of trainees who took the course

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019
Number of trainees who took the course	1,223	1,151	1,063	857	838	881	686	602	672	649
Number of trainees who have completed the course	1,188	1,123	1,032	837	824	855	662	585	649	624
Completion rate	97.14%	97.57%	97.08%	97.67%	98.33%	97.05%	96.50%	97.18%	96.58%	96.15%

II . Examinations for Qualified Dispute Resolution Procedure Proxy Service

Examinations for Qualified Dispute Resolution Procedure Proxy Service are conducted in accordance with the provision of Paragraph 1 of Article 13-3 of the *Sharoushi* Act. Except for fiscal 2006, when the examination was held twice a year, the examination is held once a year. Until fiscal 2019, the accumulated number of examinees was 25,322 and the total number of examinees who had passed the examination was 16,642, with the average rate of successful examinees being 65.72%.

1. Number of applicants, examinees, and those who passed the examination (in the last 10 years)

The number of applicants for the examination for Qualified Dispute Resolution Procedure Proxy Service has not changed significantly on a yearly basis as the eligibility for the examination applicants is that they should be *Sharoushi* and have finished or will likely finish special training organized by the Federation. The number of applicants has been moving broadly at the 900 level since fiscal 2017. The examination had been previously held in 12 locations: Hokkaido, Miyagi, Saitama, Chiba, Tokyo, Kanagawa, Aichi, Kyoto, Osaka, Hyogo, Hiroshima, and Fukuoka. However, considering the number of applicants had been more stabled, the locations were consolidated into seven in fiscal 2016 onward: Hokkaido, Miyagi, Tokyo, Aichi, Osaka, Hiroshima, and Fukuoka.

Number of applicants, examinees, and those who passed the examination

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019
Number of applicants	1,664	1,707	1,458	1,299	1,164	1,211	1,060	932	959	935
Number of examinees	1,628	1,675	1,428	1,270	1,139	1,175	1,019	890	911	905
Number of those who passed the examination	880	1,145	861	837	710	656	647	510	567	490
Average rate of successful examinees	54.05%	68.36%	60.29%	65.91%	62.34%	55.83%	63.49%	57.30%	62.24%	54.14%

2. Composition of those who passed the examination by age and gender (in the last 10 years)

In the past decade, over 60% of those who passed the examination were accounted for by those in their 30s and 40s. They were followed by an age group in their 50s accounting for around 20% of the total, and aged 60 or over accounting for between 11% and 15%. By gender, about 60% of those who passed the examination were male and the rest 40% were female throughout the decade.

Composition of those who passed the examination by age group

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019
20 years old level	2.0%	2.6%	2.7%	2.0%	2.7%	1.8%	1.8%	2.5%	1.6%	1.6%
30 years old level	32.2%	31.9%	28.8%	28.3%	28.7%	26.8%	24.4%	20.6%	21.5%	24.1%
40 years old level	34.7%	32.4%	31.8%	35.0%	32.3%	33.1%	42.2%	37.5%	39.2%	40.8%
50 years old level	19.5%	19.2%	21.4%	20.8%	22.8%	23.5%	20.6%	24.7%	25.4%	19.8%
aged 60 or over	11.6%	13.9%	15.3%	13.9%	13.5%	14.8%	11.0%	14.7%	12.3%	13.7%

Composition of those who passed the examination by gender

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019
Male	64.0	68.3	65.2	64.3	64.3	67.2	66.1	63.8	65.1	64.3
Female	36.0	31.7	34.8	35.7	35.7	32.8	33.9	36.2	34.9	35.7

I . Implementation of the *Sharoushi* License Examinations

The Federation was entrusted by the Ministry of Health, Labour and Welfare in fiscal 2000 onward to implement the examination for *Sharoushi* license and has continued to organize administrative work for the examination (except for the administration for pass or failure decisions). Major administration ranges from setting and operation of the venues on the day, to the preparation and distribution of the examination information, the receipt of applications, the issuance of examination admission ticket, and the issuance of a certificate for having passed the examination.

In fiscal 2000, the examination was conducted in 18 venues: Hokkaido, Miyagi, Gunma, Saitama, Chiba, Tokyo, Kanagawa, Ishikawa, Shizuoka, Aichi, Kyoto, Osaka, Hyogo, Hiroshima, Kagawa, Fukuoka, Kumamoto, and Okinawa. In FY 2002 onward, Okayama was added to the venue list, making it 19 venues in total as the number of applicants increased.

II . Number of applicants, examinees, and those who passed the examination

In fiscal 2000, when the Federation started to be entrusted with the examination administration, the number of applicants was 50,689. Afterward, the number of applicants continued to grow annually, having hit all time high of 70,648 in fiscal 2010.

However, the number continued to decline after fiscal 2010, standing at 51,953 in fiscal 2016 and 49,902 in 2017, marking below 50,000; since then, it has remained almost unchanged till fiscal 2020.

The rate of those who passed the examination trended in the range of 5-9% during the fiscal years 2010-2014, but it fell to 2.6%, all time low in fiscal 2015. Since FY 2017, the rate has been in the 6% level.

Number of applicants, examinees, and those who passed the examination

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
Number of applicants	70,648	67,662	66,782	63,640	57,199	52,612	51,953	49,902	49,582	49,570	49,250
Number of examinees	55,445	53,392	51,960	49,292	44,546	40,712	39,972	38,685	38,427	38,428	34,845
Number of those who passed the examination	4,790	3,855	3,650	2,666	4,156	1,051	1,770	2,613	2,413	2,525	2,237
Average rate of successful examinees	8.6%	7.2%	7.0%	5.4%	9.3%	2.6%	4.4%	6.8%	6.3%	6.6%	6.4%

III . Those who passed the examination by age

Most recently, about 60% of the total who passed the examination is accounted for by people in their 30s and 40s. People in their 20s accounted for 15.6% of the total in fiscal 2010, hitting the peak. Then, the rate mildly declined to 12.3% in FY 2020. Meanwhile, the rate accounted for by people in their 50s continued to increase moderately during the same period, marking 18.7% in fiscal 2020.

Composition of those who passed the examination by age group

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
20 years old level	15.6	13.2	12.1	11.8	11.1	9.6	9.1	10.0	9.2	8.2	12.3
30 years old level	42.8	40.2	41.5	40.7	35.8	32.5	31.4	30.7	29.5	33.1	30.1
40 years old level	23.0	24.1	26.8	28.5	28.5	30.9	32.3	31.2	32.8	31.5	30.1
50 years old level	12.8	15.8	14.0	13.3	17.9	18.0	18.8	19.6	19.2	18.8	18.7
aged 60 or over	5.8	6.8	5.6	5.7	6.7	9.0	8.4	8.5	9.3	8.4	8.8
Youngest age	20	20	20	19	20	21	20	17	20	20	20
Most aged	77	76	77	76	79	77	79	74	84	75	78

IV . Composition of those who passed the examination by occupation

More than half of those who passed the examination are company employees by occupation. In most recent years, the majority of those who passed the examination are government employees, corporation employees, self-employed persons, and corporation executives in occupation in addition to company employees. On the other hand, the proportion of students is relatively small; hence, it is considered urgently needed to motivate young people to take the examination.

Composition of those who passed the examination by occupation

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
Company employees	52.0	51.3	53.0	53.3	55.3	51.3	54.9	59.1	57.4	58.9	58.4
Government employees	5.1	7.9	6.4	5.4	6.8	8.5	6.6	5.9	6.2	7.7	8.1
Corporation employees	4.7	5.5	4.1	4.6	4.4	4.6	5.3	5.3	5.3	5.2	4.0
Self-employed persons	2.9	3.0	3.6	3.5	3.8	4.4	4.5	5.8	5.2	4.3	4.8
Directors	1.7	1.9	1.9	2.0	2.4	2.6	2.1	2.4	3.1	3.1	3.0
Students	1.6	1.0	0.8	0.6	0.7	0.7	0.6	0.4	0.5	0.5	1.0
Others	32.0	29.5	30.2	30.6	26.6	27.9	26.0	21.1	22.3	20.3	20.7

Composition of those who passed the examination by gender

	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
Male	64.0	68.3	65.2	64.3	64.3	67.2	66.1	63.8	65.1	64.3	64.0
Female	36.0	31.7	34.8	35.7	35.7	32.8	33.9	36.2	34.9	35.7	36.0

Chapter 3

Organization, Finance, etc.

- 1 Role and Responsibility of the Federation
- 2 Role and Responsibility of Prefectural *Sharoushi* Associations
- 3 Regional Councils
- 4 Financial Situation of the Federation (public service)
- 5 Disciplinary Actions

1 Role and Responsibilities of the Federation

The Japan Federation of Labor and Social Security Attorney's Associations (hereinafter referred to as "Federation") is a federation of Prefectural Labor and Social Security Attorney's Association (hereinafter referred to as "Prefectural Association"), and is a statutory organization approved by the Minister of Health, Labour and Welfare.

I . Purpose

In order to maintain the integrity of *Sharoushi*s and enhance their quality and improve their services, the Federation aims to implement administrative work in relation to the following: guidance and communication services for the Prefectural Associations and their members, registration of *Sharoushi*, and examinations for *Sharoushi* license and the Qualified Dispute Resolution Procedure Proxy Service.

II . Contact

Location: 3-2-12 (Shakaihokenromushi kaikan), Nihonbashi Hongoku-cho, Chuo-ku, Tokyo
Tel: 03-6225-4864, Fax: 03-6225-4865

III . Business Lines

1. To provide recommendations or guidance to *Sharoushi* associations and/or their members in order to maintain *Sharoushi* integrity
2. To provide training on *Sharoushi* businesses in order to enhance *Sharoushi*'s quality
3. To conduct administrative work in relation to *Sharoushi* registration and the notification of *Sharoushi* corporations.
4. To conduct research and surveys to improve *Sharoushi* business
5. To promote the public awareness of the *Sharoushi* system
6. To implement research and surveys on labor and social insurance legislations listed in Appendix 1 of the Labor and Social Security Attorney's Act (hereinafter referred to as the "*Sharoushi* Act")
7. To conduct cooperation and coordination in relation to relevant administrative agencies, etc.
8. To publish bulletins
9. To take measures in relation to *Sharoushi*'s welfare
10. To conduct administrative work in relation to *Sharoushi* license examinations in accordance with the Act
11. To conduct administrative work in relation to examinations for the Qualified Dispute Resolution Procedure Proxy Service in accordance with the Act
12. To conduct training programs for an examination exemption etc. in accordance with the Act
13. To establish and operate the committee for *Sharoushi* qualification review
14. To conduct administrative work for *Sharoushi*'s electronic applications
15. To implement Individual Labor-related Dispute Resolution Procedures
16. To conduct other administrative work required to achieve objectives of the Federation

2 Role and Responsibility of Prefectural *Sharoushi* Associations

In order to maintain the integrity of its members, and enhance their quality and improve their services, the Prefectural Associations aim to implement administrative work in relation to guidance and communication services by carrying out the following businesses:

- To provide guidance and communication services to maintain its members' integrity
- To provide training on *Sharoushi* businesses in order to enhance their quality
- To conduct research and surveys to improve *Sharoushi* business
- To promote the public awareness of the *Sharoushi* system
- To implement research and surveys on labor and social insurance legislations listed in Appendix 1 of the *Sharoushi* Act
- To conduct administrative work on prefectural associations' side in relation to *Sharoushi* registration and the notification of *Sharoushi* corporations implemented by the Federation.
- To cooperate with the Federation in the administration for *Sharoushi* license examinations and the examinations for the Qualified Dispute Resolution Procedure Proxy Service
- To publish bulletins
- To recommend and distribute business-related books and materials
- To cooperate and coordination with relevant administrative agencies, etc.
- To take measures in relation to its members' welfare
- To implement Individual Labor-related Dispute Resolution Procedures
- To conduct other administrative work that is required to achieve objectives of each Prefectural Association

3 Regional Councils

The Regional Councils have been established in accordance with Article 62 of the Federation's byelaw to coordinate training programs and regional liaison between Prefectural Associations. In accordance with Article 20 of the regulation under the Federation's byelaw, the Regional Councils shall be listed and grouped by Prefectural Associations that belong to each region as shown in the following table.

Region division	Prefectural Associations that belong to the Regional Council
Hokkaido-Tohoku region	Hokkaido, Aomori, Iwate, Miyagi, Akita, Yamagata, Fukushima
Kanto-Koshinetsu region	Ibaraki, Tochigi, Gunma, Saitama, Chiba, Tokyo, Kanagawa, Niigata, Yamanashi, Nagano
Chubu region	Toyama, Ishikawa, Fukui, Gifu, Shizuoka, Aichi, Mie
Kinki region	Shiga, Kyoto, Osaka, Hyogo, Nara, Wakayama
Chugoku-Shikoku region	Tottori, Shimane, Okayama, Hiroshima, Yamaguchi, Tokushima, Kagawa, Ehime, Kochi
Kyushu-Okinawa region	Fukuoka, Saga, Nagasaki, Kumamoto, Oita, Miyazaki, Kagoshima, Okinawa

4

Financial Situation of the Federation (public service)

According to Article 51 of its byelaw, the Federation's proceeds shall include membership fees, payments, fees, donations, income from projects, income arising from assets and other incomes. Over the last few years, the Federation's proceeds stand at approximately one billion yen, about 70% of which are accounted for by membership fees. Meanwhile, the number of registered *Sharoushi* has been on the increase, and in recent years, the growth rate is around 2-3% on a year-on-year basis. On the other hand, in relation to expenditures, business expenses are the largest, accounting for about 55% of the total.

In addition, the balance of accounts for the last few years is surplus, and the financial condition is sound.

Revenues Section

(Unit: Yen)

Line items	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
1. Membership Fee Incomes	639,663,300	655,939,600	681,246,380	699,045,920	713,149,543
2. Fee incomes	102,770,500	102,198,150	110,589,605	83,609,480	90,732,791
3. Project Incomes	323,967,855	274,129,502	267,936,681	251,165,205	302,599,612
4. Other incomes	3,714,413	6,024,328	134,549,765	2,445,812	2,306,414
Current total revenue	1,070,116,068	1,038,291,580	1,194,322,431	1,036,266,417	1,108,788,360
Balance of revenues and expenses brought forward from the previous term	517,721,347	618,415,287	606,953,512	649,192,182	693,664,873
Gross revenue	1,587,837,415	1,656,706,867	1,801,275,943	1,685,458,599	1,802,453,233

Line items	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
1. Membership Fee Incomes	732,532,855	750,003,200	766,160,200	783,103,900	802,800,800
2. Fee incomes	93,801,712	81,424,160	84,144,336	80,916,000	82,467,000
3. Project Incomes	203,314,998	198,881,161	232,918,410	228,867,913	239,584,258
4. Other incomes	4,684,411	10,934,888	3,684,427	320,152,714	56,427,074
Current total revenue	1,034,333,976	1,041,243,409	1,086,907,373	1,413,040,527	1,181,279,132
Balance of revenues and expenses brought forward from the previous term	761,191,295	721,693,684	734,490,941	827,101,532	1,004,654,706
Gross revenue	1,795,525,271	1,762,937,093	1,821,398,314	2,240,142,059	2,185,933,838

Expenditures Section

(Unit: Yen)

Line items	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
1. Business expenses	616,980,204	589,711,981	698,736,102	553,772,107	590,458,528
2. Administrative expenses	250,451,517	282,310,311	283,521,808	338,770,700	343,609,359
3. Other expenses	101,990,407	177,731,063	169,825,851	99,250,919	107,194,051
Current total expenses	969,422,128	1,049,753,355	1,152,083,761	991,793,726	1,041,261,938
Balance of revenues and expenses	100,693,940	▲ 11,461,775	42,238,670	44,472,691	67,526,422
Balance of revenues and expenses to be carried forward	618,415,287	606,953,512	649,192,182	693,664,873	761,191,295

Line items	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
1. Business expenses	597,934,652	535,244,797	541,250,223	542,796,356	575,942,420
2. Administrative expenses	360,404,080	369,453,544	353,258,480	344,565,454	368,221,976
3. Other expenses	115,492,855	123,747,811	99,788,079	348,125,543	101,656,364
Current total expenses	1,073,831,587	1,028,446,152	994,296,782	1,235,487,353	1,045,820,760
Balance of revenues and expenses	▲ 39,497,611	12,797,257	92,610,591	177,553,174	135,458,372
Balance of revenues and expenses to be carried forward	721,693,684	734,490,941	827,101,532	1,004,654,706	1,140,113,078

5 Disciplinary Actions

I . The Significance of Disciplinary Action

Under the *Sharoushi* Act, *Sharoushis* are granted a special status as experts in the administration concerned to perform the business exclusively. On the other hand, *Sharoushis* have a duty to maintain integrity at all times to conduct its business in a fair position, and to abide by the *Sharoushi* Act and the other labor and social insurances legislations.

A disciplinary action is a supervisory administrative action by the Minister of Health, Labour and Welfare against *Sharoushi* who has performed an act against the above-mentioned duties or obligations in order to ensure the proper performance of *Sharoushi*.

A disciplinary action is not the same as criminal penalty; thus, if an act meets requirements of both disciplinary action and criminal penalty, both of the disciplinary action and criminal penalty can be imposed. Therefore, a disciplinary action may be taken separately from the fact that a trial is in progress as a criminal case for the incident that should be disciplined.

A disciplinary action is an administrative action to enhance the credibility of the *Sharoushi* system and to maintain its order. Hence, if a *Sharoushi* is liable for a business fault, that does not necessarily become a cause for a disciplinary action.

II . Type of Disciplinary Actions

1. Reprimand

Reprimand is the least disciplinary action to warn a *Sharoushi* who has conducted an act against its duties or obligations. The *Sharoushi* who has been imposed reprimand is not subject to any restrictions on its business or qualifications, and can continue to do the business. But the fact that the *Sharoushi* has been imposed a disciplinary action of reprimand (if such an action is taken, it will be notified in public) will result in damaging his/her reputation and in effect impeding his/her business performance.

2. Suspension from business up to one year

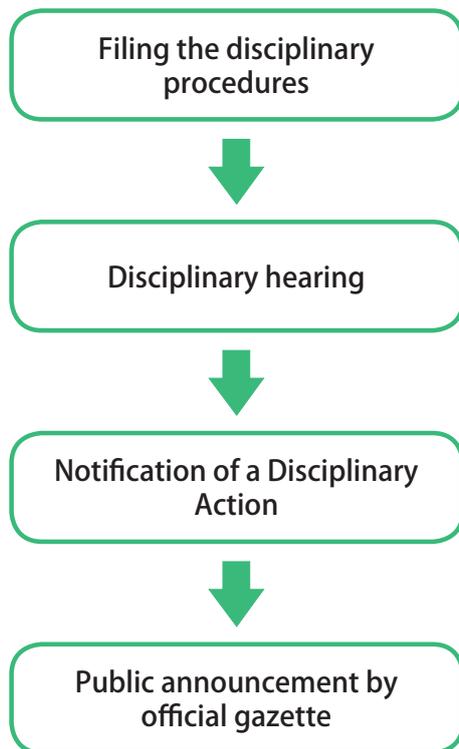
This is a disciplinary action to suspend the business of the *Sharoushi* concerned for a certain period of time up to one year. It is left to the discretionary authority of the Minister of Health, Labour and Welfare to decide how long up to one year the suspension should continue.

Sharoushi who has been suspended from business by a disciplinary action must terminate the contract with clients (in the case of a *Sharoushi* in business), and return his/her *Sharoushi* certificate because he or she is not permitted to do the business during the prescribed period. However, he or she will not lose the status as *Sharoushi* and the registration will not be cancelled.

3. Disqualification

Disqualification is a measure that causes *Sharoushi* to lose their qualification, representing the heaviest disciplinary action. If disqualified, he or she will not be eligible to become a *Sharoushi* for three years from the date when he/she receives the disciplinary action. His/her registration will then be cancelled and he or she will lose a membership for the *Sharoushi* Association.

The Flow of a Disciplinary Action



Annual number of disciplinary actions (fiscal year basis)

(単位：件)

Fiscal year	Kinds of Disciplinary Actions			Total
	Reprimand	Business suspension up to one year	Disqualification	
2010	0	1	0	1
2011	0	3	1	4
2012	2	7	1	10
2013	1	2	0	3
2014	1	9	1	11
2015	0	1	1	2
2016	0	3	0	3
2017	0	1	0	1
2018	1	4	0	5
2019	1	5	1	7

Chapter 4

Information and Material

- 1 List of the Latest Press Releases
- 2 List of the Committees and Sub-committees (Fiscal years 2019, 2020)
- 3 List of the Prefectural *Sharoushi* Associations
- 4 List of the City Pension Consultation Centers
- 5 Publications

1 List of the Latest Press Releases

Subject	Date
Support measures in response to the spreading impacts of the COVID-19	April 22, 2020
Extension of the period of the telephone labor management consultancy service by <i>Sharoushi</i> for dealing with COVID-19	April 30, 2020
For tourism-related entrepreneurs: Video distribution of a lecture by <i>Sharoushi</i> on employment adjustment subsidies	May 1, 2020
Support for the utilization of employment adjustment subsidies	May 11, 2020
Cooperation with the Japanese Trade Union Confederation (JTUC-RENGO) for utilization promotion of employment adjustment subsidies	May 13, 2020
Publication of <i>Sharoushi</i> PR short movies amidst COVID-19 pandemic	July 22, 2020
The forum "Work Style Reform forum: a new work style beyond the COVID-19 to think with <i>Sharoushi</i> hosted by the Federation	October 6, 2020
The seminar "Foreign Personnel Employment Management: seeking with <i>Sharoushi</i> the utilization of foreign personnel and corporate growth" hosted by the Federation; Publication of "Case Studies on Foreign Personnel Employment"	December 2, 2020
On-demand providing service started of "Work Style Reform forum: a new work style beyond the COVID-19 to think with <i>Sharoushi</i> "	December 9, 2020

2 List of the Committees and Sub-committees (Fiscal years 2019, 2020)

1. Headquarters
(1) Digitalization promotion headquarters
(2) Work style reform promotion headquarters
(3) Large-scale natural disaster countermeasures headquarters
2. Standing Committees
(1) General affairs committee
(2) Public relations committee / "Monthly <i>Sharoushi</i> " editorial subcommittee
(3) Training committee
(4) Business observation committee
(5) Ethical committee
(6) CSR-activities committee
(7) <i>Sharoushi</i> Association Labor Dispute Resolution Centers promotion committee
(8) City Pension Consultation Centers (Machiokado centers) steering committee
(9) Adult guardianship activities review committee
3. Special Committees
(1) Special committee for digitization promotion Digital-government Subcommittee / Information security subcommittee/ <i>Sharoushi</i> business digitization promotion subcommittee
(2) Special committee for work style reform promotion Work-style-reform-related acts Subcommittee / Work style reform practice promotion subcommittee
(3) Special committee for developing businesses Labor Management Audit promotion subcommittee/ Subcommittee for business area expansion by sector/ Subcommittee for Labor Management Audit operation review on corporate-led nurseries
(4) Special committee for globalization promotion
4. Other Committees
(1) <i>Sharoushi</i> qualification committee
(2) Disciplinary enforcement committee
(3) Risk management committee
(4) Personal information protection committee
(5) <i>Sharoushi</i> license examination administration steering committee
(6) Steering committee for examination administration for qualified dispute resolution procedure proxy service
(7) Committee for dignified courses for exemplified <i>Sharoushi</i> license examinations and end-of-course examinations
(8) <i>Sharoushi</i> liability insurance steering committee
(9) Council for Labor and Social Security Attorney's Integrated Research Organization
(10) Steering committee for Labor and Social Security Attorney's Integrated Research Organization
(11) Recommendation committee for the admission to School of Business Administration, Meiji University

1. Headquarters

Digitalization Promotion Headquarters

Responsibility:

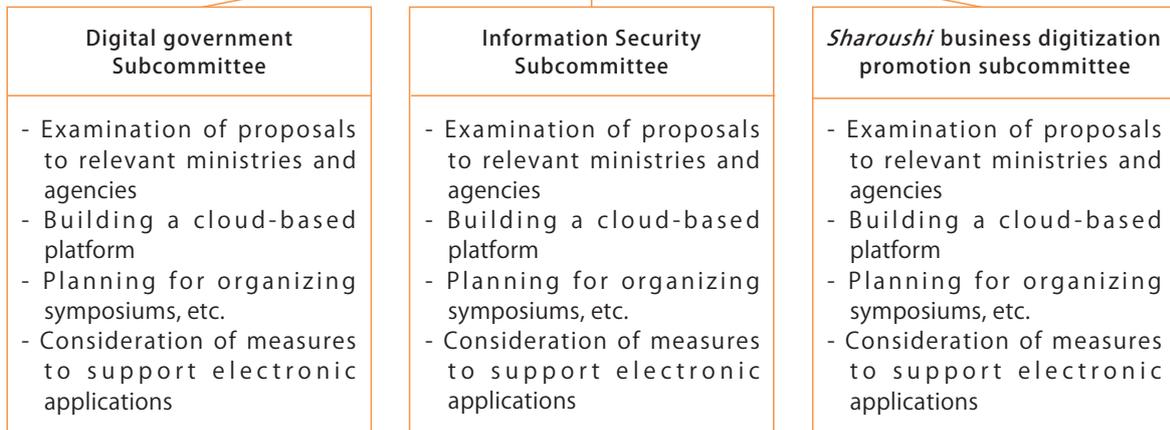
The Headquarters takes responsibility for the *Sharoushi* business circle's digitalization and promotes the digitalization. For the time being, this is the Federation's largest and most urgent issue, and should be promoted as "efforts of the *Sharoushi* business circle as a whole" with full cooperation gained from Prefectural Associations together with invited external organizations and experts of the field.

The Headquarters examines specific measures, centering on the following three standpoints in a special committee to be organized: A. how to deal with digital government; B. the assurance of information security; C. the promotion of *Sharoushi* businesses' digitalization

STRUCTURE

Digitalization Promotion Headquarters: To promote initiatives of the *Sharoushi* business circle as a whole, including making requests to Prefectural Associations to prepare for the issue, together with invited external organizations and experts

Special committee for digitization promotion: To examine issues broadly from the standpoints of A to C mentioned above



※ Subcommittees: To examine issues relating to the above-mentioned standpoints of A to C in detail.

Work Style Reform Promotion Headquarters

Responsibility:

Based on the discussion under the title "Promotion of work-style-reform by the initiative of *Sharoushi*" together with invited experts, the Headquarters makes a plan for measures from a broad perspective such as organizing forums for the society and policy proposals to the government.

Furthermore, "Special committee for Work-style-reform promotion" should be established under the Headquarters, and the Special Committee broadly examines measures that will be needed to help *Sharoushi* assist companies properly with their work-style-reform efforts. This examination should be based on the review what measures the "Work-Style-Reform Practice meeting" established in the previous term has examined and the current situation of those that have been put into practice.

Furthermore, the Headquarters establishes subcommittees, where necessary, to examine specific measures, such as required training courses, centering on two standpoints of the work-style-reform-related acts and its practice.

STRUCTURE

Work Style Reform Promotion Headquarters: To plan measures from a broad perspective together with invited external organizations and experts
 - as Proposals to the society by organizing forums etc. and policy proposals to the government

Special committee for work style reform promotion: To broadly examine measures that will become necessary, taking into account the current situation of the measures that have been discussed in the "Work-Style-Reform Practice meeting"
 - Planning of training programs and support tools from a broad perspective

Subcommittee dealing with Work-style-reform-related acts
Work style reform practice promotion subcommittee

- ※ Subcommittee: To examine necessary measures item by item for work style reform
 - Preparation for lectures and textbooks
 - Production of supporting tools content, etc.

Large-scale Natural Disaster Countermeasures Headquarters

Responsibility:

As a "project dealing with disasters" in the business plan, the Headquarters appropriately responds to sudden natural disasters, taking into account the situation of the disaster, and considers a continuous cooperation for reconstruction assistance projects in the affected areas due to the Great East Japan Earthquake and the accident of the Fukushima No.1 nuclear power plant.

2. Standing Committees

General Affairs Committee

Responsibility:

1. Matters relating to general affairs of administration of the Federation
2. Matters that are not covered by other committees

Matters to be consulted:

1. Reviews of strengthening the secretariat functions and clarifying its responsibilities

In order to strengthen the secretariat functions and clarify its responsibilities, the regulations of Federation's secretarial organization, administrative duties and authorities, etc. are to be examined.

2. Review of issues in relation to the administration of the Federation's President election and planning of its improvements

Issues to be raised about the Federation's President election will be reviewed and necessary revisions to the regulations to improve the situation, etc. are to be studied.

Public Relations Committee

Responsibility:

Public relations activities to Japanese nationals and Communication with *Sharoushis*

Matters to be consulted:

1. A study on the future public relations

Taking into consideration that the *Sharoushi* system has been facing a new era, future public relations are to be reviewed from a viewpoint of: A. PR activities by setting up reporters round table meetings; B. regional activities and the Federation's assistance; C. corporate identity activity in *Sharoushi* version, and; D. communication with Sharoushi. Its reflections on each fiscal year's annual public relations plan and activities in cooperation with Prefectural Associations will also be examined.

2. A review on each fiscal year's annual public relations planning

Based on the results of above-mentioned reviews in "1", the Committee examines the outline of each fiscal year's annual public relations plan that the Federation and Prefectural Associations should implement in cooperation with each other.

Training Committee

Responsibility:

Matters relating to planning training programs to upgrade *Sharoushi* business skills

Matters to be consulted:

1. Study on the establishment of a new training system to enable *Sharoushi* to fulfill their mission

The committee examines the establishment of such a new training system as: training programs designed for new type of jobs with a consciousness of *Sharoushi* duties; a training system which fosters vocational abilities necessary to fulfill *Sharoushi*'s mission and will be evaluated externally as a guarantee of professional performance. Specifically, A. expansion of business-oriented training; B. promotion of more use of *Sharoushi* training system, and; C. a setup of a training outline and the introduction of a credit system shall be considered.

2. Planning of training programs on a fiscal year basis

Based on the results of above-mentioned review in "1", plans of annual training programs to be operated by the Federation, Regional Councils, and the Prefectural Associations are to be examined and drawn up.

Business Observation Committee

Responsibility:

Matters relating to the prevention of business infringing acts violating Articles 26 and 27 of the *Sharoushi* Act

Matters to be consulted:

Aiming to eradicate business infringing acts, the Committee examines the following issues: A. building a system by which the Federation conducts an initial countermeasure including searching for and warning of business infringing sites; B. future countermeasures based on aggregated information on the information sharing network; C. public information for the prevention of business infringing acts in cooperation with relevant administration agencies; D. the Federation's assistance (helping accusations, etc.) to Prefectural Associations in handling received business infringing act.

Ethical Committee

Responsibility:

Matters relating to the full enforcement of *Sharoushi's* professional ethics

Matters to be consulted:

Reviews of measures for full enforcement of *Sharoushi's* professional ethics

In order to raise awareness of and to put into practice professional ethics as experts, which is essential for the fulfillment of *Sharoushi's* mission, review the following: A. to understand current problems on professional ethics and to provide the information to the members; B. appropriate disciplinary action based on a byelaw of Prefectural Associations, and; C. efforts to improve the attendance rate of ethical training (including measures for aged or long-term sick members, etc).

Social Contribution Committee

Responsibility:

Issues relating to the study of future social contribution, promotion of the UN Global Compact and SDGs, and promotion of school education projects

Matters to be consulted:

1. A study on future social contribution

In light of the new era for the *Sharoushi* system, the Committee reviews future social contribution from a viewpoint of: A. *Sharoushi's* expertise; B. its administration and; C. budgets.

2. Promotion of the UN Global Compact and SDGs

The Committee examines projects for promoting the UN Global Compact and SDGs such as organizing forums for companies.

3. Promotion of school education related projects

The Committee examines the following: A. textbooks to be provided to Prefectural Associations that implement the projects; B. sharing information between Prefectural Associations, and; C. PR activities utilizing visualized materials of the past performance.

Sharoushi Association Labor Dispute Resolution Centers Promotion Committee

Responsibility:

Matters relating to utilization promotion of *Sharoushi* Association Labor Dispute Resolution Centers Promotion Committee

Matters to be consulted:

Matters relating to utilization promotion of *Sharoushi* Association Labor Dispute Resolution Centers Promotion Committee and information linkage

The Committee examines the following: A. effective measures to promote the utilization of the Center including PRs, and; B. risk management such as complaints against the Center.

City Pension Consultation Centers Steering Committee

Responsibility:

Matters relating to the operation of the city Pension Consultation Centers (Machikado Centers) and contracts of Prefectural Associations for pension consultation services

Matters to be consulted:

1. Reviews of contracts of City Pension Consultation Centers

In preparation for contracts to be made in fiscal 2020 onward, the Committee studies on Machikado Centers operation in light of people's diversified consultation needs, and reviews conditions to ensure contracts consistent with real situations. The Committee also continues to examine the establishment of new Offices in prefectures with no Machikado Centers yet.

2. Reviews of training for Machikado Centers administration

The Committee reviews current training programs (those for consultation, for Prefectural Associations staff and entrusted *Sharoushi*, and for lecturers education) for more effective and efficient operation including the use of online training and webinars.

3. Reviews of implementation of guiding audits

The Committee examines guiding audits (voluntary inspection), which have been implemented by the Operation Department of the Federation since fiscal 2017, for its more effective implementation.

4. Reviews of Prefectural Associations' contracts for pension consultation services

The chronic shortage of *Sharoushis* that Prefectural Associations can entrust for pension consultation services and the improvement of related training programs are urgent issues. In response to these issues and for cooperation with branch offices of the Japan Pension Service for their smooth operation of pension consultation service, the Committee examines contracts between Prefectural Associations and the Japan Pension Service.

Adults Guardianship Service Reviewing Committee

Responsibility:

Matters relating to adults guardianship service

Matters to be consulted:

The Committee examines adults guardianship services and the Federation's assistance to *Sharoushis* mainly from the aspects: A. Understanding the current status of Prefectural Associations' efforts regarding adults guardianship services, and a study on their future activities, and; B. Examining measures to strengthen information sharing between Prefectural Associations

3. Special Committees

Special Committee for Digitization Promotion

Responsibility:

This Committee, backed by the Digitalization Promotion Headquarters, broadly examines issues from the following three standpoints: A. how to deal with digital government; B. the assurance of information security, and; C. the promotion of *Sharoushi* businesses' digitalization. When examining the issues, this Committee should seek cooperation from external experts or relevant organizations. The following subcommittees will be established to examine specific issues related to above-mentioned standpoints of A to C.

Digital government Subcommittee

Matters to be consulted:

1. Review of dealing with administrative procedural reform

In relation to government's administrative procedures reform under the "Digital Government Strategy", the Subcommittee examines the following issues: online, one-stop procedures in partnership with "gBizID" (ID/Password); the consolidation of procedures into the Mynportal; making proposals to relevant ministries and agencies, and building a cloud-based platform that supports *Sharoushi* business in response to the digitalization, while carefully monitoring the government's automated procedures initiatives utilizing government-certified clouds; posting information on the Federation's efforts to the "Monthly *Sharoushi*" and; organizing symposiums to inform the public of companies' digitalization efforts and *Sharoushi* business.

2. Consideration of making proposals to relevant ministries and agencies about administrative procedures improvement

With the aim of protecting *Sharoushi*'s business area, the Subcommittee examines issues that are necessary when the Federation makes active proposal for the improvement of electronic applications and other procedures at regular meetings with the Ministry of Health, Labour and Welfare and the Ministry of Internal Affairs and Communications.

3. Study for the promotion of electronic applications

The Subcommittee studies on measures to achieve the complete computerization of *Sharoushi*'s procedures of labor and social insurances, and examines necessary support to help *Sharoushi* deal with electronic applications smoothly.

Information Security Subcommittee

Matters to be consulted:

1. Study on dealing with strengthening information security measures

In cooperation with the Ministry of Health, Labour and Welfare, the Personal Information Protection Committee, and the Information-technology Promotion Agency, Japan, the Subcommittee collects and provides information with the aim of strengthening information security measures, including preventing information-security-related incidents from occurring at *Sharoushi* offices, Prefectural Associations and the Federation.

In addition, the Subcommittee reviews and examines information security policy of the Federation, information security policies planned by Prefectural Associations, and training for the staff of the Federation and Prefectural Associations.

2. Reviews of the SRP II Certification System promotion and the system's improvement

The Subcommittee examines the promotion of the SRP II certification acquisition to inform the public that *Sharoushi* fully comply with personal information protection. The Subcommittee also examines the improvement of the SRP II Certification System such as incorporating information security measures (including cyber security measures) into the SRP II Certification System.

Sharoushi business digitization promotion subcommittee

Matters to be consulted:

Examination of *Sharoushi* business digitalization

The Subcommittee understands the current state of IT utilization and examines new business models (utilizing RPA and AI) in order to respond to digitalization moves around *Sharoushi's* business.

Special Committee for Work Style Reform Promotion

Responsibility:

The Special Committee, backed by the Work Style Reform Promotion Headquarters, comprehensively examines measures that will be needed to help *Sharoushi* as a whole assist companies with their work-style-reform efforts, based on the current situation of the measures which the "Work-Style-Reform Administrative meeting" established in the previous year examined and have been put into practice.

Furthermore, the Special Committee establishes a subcommittee where necessary to examine specific measures, such as required training courses and assisting tools planning, centering on two standpoints of the work-style-reform-related acts and its administration.

Special committee for developing businesses

Responsibility:

Matters relating to the development of new *Sharoushi* business with a consciousness of a scope of *Sharoushi* business down the road

Matters to be consulted:

1. Business development in relation to "Labor Management Audit"

2. Business development in relation to "Labor Management Assessment"

(The item 2 is to be consulted on the premise that the following subcommittee has been established.)

Labor Management Assessment diagnosis business promotion subcommittee

Responsibility:

Matters relating to the establishment of information sites for management and labor diagnosis, etc.

Matters to be consulted:

1. Matters relating to the establishment of information sites for Labor Management Assessment

The Subcommittee considers establishing and operating a site where the Federation and individual *Sharoushi* share information on Labor Management Assessment through a cloud system. The site concerned aims to enhance the added value of the Labor Management Assessment services by accumulating know-how, and also to provide companies that have used the services with a site where those companies can put an advertisement to assure that they are engaged in appropriate labor management.

2. Matters relating to training for Labor Management Assessment

The Subcommittee examines training programs where *Sharoushi* can study Labor Management Assessment from its theory to practice. The training aims to make sure that Labor Management Assessment will become a job for *Sharoushi* in the future, particularly like a unique job in parallel to jobs of Paragraph 1 and 2.

3. Matters relating to public relations to companies in cooperation with small- and medium-sized business organizations, government agencies, etc.

In relation to the usefulness of Labor Management Assessment, the Subcommittee examines public relations including advertisements, seminars, and consultations in cooperation with small- and medium-sized business organizations and government agencies. This is public relations to nationals, especially to small- and medium-sized companies with difficulties in recruitment and dealing with work style reform.

3. Development of services for business expansion by sector, including medical care, nursing care, construction, and childcare

The Subcommittee continues to examine the issues such as coordination, training, and public relations with related organizations, while making improvements.

4. Other new business development

Special committee for globalization promotion

Responsibility:

1. Matters relating to the development of *Sharoushi* businesses of which the global society will be in need

2. Matters relating to the internationalization promotion of the *Sharoushi* system

Matters to be consulted:

1. Matters relating to setting international labor audit standards, etc.

The Subcommittee examines issues based on exchanged views with the World Association of Labor Professions, toward establishing a common business platform in the world including setting up the international labor audit standards.

2. Matters relating to assistance to receiving in-coming foreign personnel

In coordination with administrative policies of the Ministry of Health, Labour and Welfare and the Immigration Affairs Agency, Ministry of Justice, and based on information collected from embassies in Japan, the Subcommittee examines measures to help *Sharoushi* support companies appropriately in receiving in-coming foreign personnel.

A. To distribute e-learning programs on legal system information obtained from the government and practical labor management designed by *Sharoushi* with the aim of helping *Sharoushi* give proper advice to consultations on receiving foreign personnel.

B. To create a public relations tool informing that *Sharoushi* are experts in labor management of receiving foreign personnel.

C. The Subcommittee produces “Guidelines to *Sharoushi* in Handling Consultations on Foreigners Employment (draft)” (tentative title), which provides *Sharoushi* with points of labor management that companies are recommended to have in mind in utilizing foreign personnel. The Subcommittee also examines how to promote the diffusion of the Guidelines.

D. The Subcommittee produces “A Collection of Good Examples of Assistance to Recruitment and Retaining of Foreign Personnel in Small- and Medium-sized Companies (draft)” (tentative title). This is a material that collects information on companies’ efforts to retain recruited foreign personnel in the companies, which is expected to help vitalize companies businesses.

3 Matters relating to the internationalization promotion of the *Sharoushi* system

In cooperation with international organizations such as the ILO and JICA, and relevant organizations of foreign countries including embassies, the Special Committee examines the internationalization of the *Sharoushi* system and introductory supports, including supports to countries with interest.

3 List of the Prefectural *Sharoushi* Associations

Name of the Association	Address	Telephone Number
Hokkaido	Sunny Minami-yonjo Bldg. 2F, Minami-yonjo-nishi 11-chome, Chuo-ku, Sapporo-shi 064-0804,	+81-11-520-1951
Aomori	5-6, Hon-cho 5-chome, Aomori-shi 030-0802	+81-17-773-5179
Iwate	1, Sannou-cho 1-choume, Morioka-shi 020-0821	+81-19-651-2373
Miyagi	Gojo Bldg 4F, 9-5, Honcho 1-chome, Aoba-ku, Sendai-shi 980-0014	+81-22-223-0573
Akita	Omachi Bldg 3F, 2-44, Omachi 3-chome, Akita-shi 010-0921	+81-18-863-1777
Yamagata	Sanko Bldg. 8F, 2-1, Kasumu-cho 3-chome, Yamagata-shi 990-0039	+81-23-631-2959
Fukushima	Second nobuo plaza 2F, Oyama-aza-Sanbonmatsu 19-3,Fukushima-shi 960-8252	+81-24-535-4430
Ibaraki	Ibarakiken-Shakaihokenroumushi-kaikan, 2470-2, Kawawada 1-chome, Mito-shi 311-4152	+81-29-350-4864
Tochigi	Tsuruta-machi 3492-46, Utsunomiya-shi 320-0851	+81-28-647-2028
Gunma	Motosouja-machi 528-9, Maebashi-shi 371-0846	+81-27-253-5621
Saitama	Asahiseimei-Urawa Bldg. 7F, 1-1, Takasago 1-chome, Urawa-ku, Saitama-shi 330-0063	+81-48-826-4864
Chiba	Fujimi Highness Bldg. 7F, 7-5, Fujimi 2-chome, Chuo-ku, Chiba-shi 260-0015	+81-43-223-6002
Tokyo	Ochanomizu-Solacity Academia 4F, 6, Kandasurugadai 4-chome, Chiyoda-ku 101-0062	+81-3-5289-0751
Kanagawa	Kinoshitashoji Bldg. 4F, 43, Masago-cho 4-chome, Naka-ku Yokohama-shi 231-0016	+81-45-640-0245
Niigata	Place Niigata 1F, 3-26, Higashiodori 2-chome, Chuo-ku, Niigata-shi 950-0087	+81-25-250-7759
Toyama	Kawaguchi Bldg. 2F, 6-18, Chitose-machi 1-chome, Toyama-shi 930-0018	+81-76-441-0432
Ishikawa	Able Kanazawa Bldg. 2F, 502, Tamaboko 2-chome, Kanazawa-shi 921-8002	+81-76-291-5411
Fukui	Senkyo Bldg. 3F, 7-1, Ote 3-chome, Fukui-shi 910-0005	+81-776-21-8157
Yamanashi	Nisei Bldg. 2F, 1-11, Sakaori 1-chome, Kofu-shi 400-0805	+81-55-244-6064
Nagano	Suzumasa Bldg. 3F, 16-11, Nakagoshi 1-chome, Nagano-shi 380-0935	+81-26-223-0811
Gifu	11-11, Yaburahigashi 2-chome, Gifu-shi 500-8382	+81-58-272-2470
Shizuoka	Higashitakajo-machi 9-2, Aoi-ku, Shizuoka-shi 420-0833	+81-54-249-1100
Aichi	Sanbonmatsu-cho 3-1, Atsuta-ku, Nagoya-shi 456-0032	+81-52-889-2800
Mie	Shimazaki-cho 255, Tsu-shi 514-0002	+81-59-228-4994
Shiga	Collabo-Shiga21 6F, Uchidehama 2-1, Otsu-shi 520-0806	+81-77-526-3760
Kyoto	Imadegawadori-shinmachi-nishiiribenzaiten-cho 332, Kamigyō-ku Kyoto-shi 602-0939	+81-75-417-1881
Osaka	Osakafu-Shakaihokenroumushi-kaikan, 1-30, Tenma 2-chome, Kita-ku, Osaka-shi 530-0043	+81-6-4800-8188
Hyogo	Hyogoken-Shakaihokenroumushi-kaikan, 10-4, Shimoyamatedori 7-chome, Chuo-ku, Kobe-shi 650-0011	+81-78-360-4864
Nara	Naraken-Shakaihokenroumushi-kaikan, Nishikituji-cho 343-1, Nara-shi, 630-8325	+81-742-23-6070
Wakayama	Wakayamaken-roudou-center 1F, 5-46, Kitadejima 1-chome, Wakayama-shi 640-8317	+81-73-425-6584
Tottori	SG Bldg. 4F, 152, Tomiyasu 1-chome, Tottori-shi 680-0845	+81-857-26-0835
Shimane	Shimaneken-kyoiku-kaikan 3F, Horomachi 55-2, Matsue-shi 690-0886	+81-852-26-0402
Okayama	Formerly Okayama-aobaseimei Bldg. 7F, 11-13, Nodaya-cho 2-chome, Kita-ku, Okayama-shi 700-0815	+81-86-226-0164
Hiroshima	Hiroshima-Intesu Bldg. 5F, Hashimoto-cho 10-10, Naka-ku, Hiroshima-shi 730-0015	+81-82-212-4481
Yamaguchi	Yamaguchi Commerce and Industry Hall 2F, 5-16, Chuo 4-chome, Yamaguchi-shi 753-0074	+81-83-923-1720
Tokushima	Tokushima-keizaisangyo-kaikan (KUZUNA Plaza) 2F, 5-8-8, Minamisuehirocho, Tokushima-shi 770-0865	+81-88-654-7777
Kagawa	SR Bldg. 4F, Kameoka-cho 1-60, Takamatsu-shi 760-0006	+81-87-862-1040
Ehime	6-3, kayamachi 4-chome, Matsuyama-shi 790-0813	+81-89-907-4864
Kochi	Morita Bldg. 2F, 8-20, Sambashidori 2-chome, Kochi-shi 781-8010	+81-88-833-1151
Fukuoka	Hakatakaisei Bldg. 3F301, 5-28, Hakataeki-higasi 2-chome, Hakata-ku, Fukuoka-shi 812-0013	+81-92-414-8775
Saga	Heiwa-kaikan, Kawahara-machi 8-27, Saga-shi 840-0843	+81-952-26-3946
Nagasaki	Sugimoto Bldg. 3F B, Okeya-machi 50-1, Nagasaki-shi 850-0027	+81-95-821-4454
Kumamoto	Senju Bldg. 5F A, 30-1, Saiku-machi 4-chome, Chuo-ku, Kumamoto-shi 860-0041	+81-96-324-1124
Oita	Sanno First Bldg. 3F, 6-21, Funai-machi 1-chome, Oita-shi 870-0021	+81-97-536-5437
Miyazaki	Samejima Bldg. 1F, Yamato-cho 83-2, Miyazaki-shi 880-0878	+81-985-20-8160
Kagoshima	Nose Bldg. 2F, 44-18, Shimoarata 3-chome, Kagoshima-shi 890-0056	+81-99-257-4827
Okinawa	Central Corp. kenyo 205, 12-12, Maejima 2-chome, Okinawa-shi 900-0016	+81-98-863-3180
Federation	3-2-12 (Shakaihokenroumushi kaikan), Nihonbashi Hongoku-cho, Chuo-ku, Tokyo 103-8346	+81-3-6225-4864

4 List of City Pension Consultation Centers

Name of the Prefecture	Name of the Center	Pension Service Branch Office for the Area	Address	TEL
Hokkaido	Sapporo-ekimae	Sapporo-nishi	Sapporo-tokeidai Bldg. 4F, 1, Kita-ichijo-nishi 2-chome, Chuo-ku, Sapporo-shi 060-0001	+81-11-221-2256
	Aso	Sapporo-kita	1-8, Kita-38jo-nishi 4-chome, Kita-ku, Sapporo-shi 001-0038	+81-11-708-7275
Aomori	Aomori (office)	Aomori	Nissei-Aomori-honcho Bldg. 10F, 3-9, Honcho 1-chome, Aomori-shi 030-0802	+81-17-752-6601
Iwate	Morioka (office)	Morioka	Shichijushichi-Nissei-Morioka Bldg. 4F, 3-10, Odori 3-chome, Morioka-shi 020-0022	+81-19-613-3270
Miyagi	Sendai	Sendai-higashi	Sendai Park Bldg. 2F, 6-1, Kokubun-cho 3-chome, Aoba-ku, Sendai-shi 980-0803	+81-80-4097-4758
Akita	Akita (office)	Akita	Akita Focal Center ALVE 2F, Higashidori-nakamachi 4-1, Akita-shi 010-8506	+81-18-893-6491
Yamagata	Sakata	Tsuruoka	Sakata-honmachi Bldg. 1F, 5-19, Naka-machi 2-chome, Sakata-shi 998-0044	+81-234-22-4686
Fukushima	Fukushima	Tohoku-fukushima	I.S.M37 2F, Kita-gorouchi-machi 7-5, Fukushima-shi 960-8131	+81-24-531-4863
Ibaraki	Mito	Mito-kita	Mito FF Center Bldg. 1F, 4-10, Minami-machi 3-chome, Mito-shi 310-0021	+81-29-231-6541
	Tsuchiura	Tsuchiura	Regal Tsuchiura Bldg. 3F, 16-12, Sakura-machi 1-chome, Tsuchiura-shi 300-0037	+81-29-825-2334
Gunma	Maebashi	Maebashi	Gunma-ken JA Bldg. 3F, Kamesato-machi 1310, Maebashi-shi 379-2147	+81-27-265-0029
Saitama	Omiya	Omiya	Omiya-nishiguchi-Daiei Bldg. 3F, 287, Sakuragi-cho 2-chome, Omiya-ku, Saitama-shi 330-0854	+81-48-647-6751
	Kawaguchi	Urawa	Kawaguchi-Center Bldg. 13F, 1-8, Honcho 4-chome, Kawaguchi-shi 332-0012	+81-48-227-3897
	Kawagoe (office)	Kawagoe	Kawagoe-ekimae Bldg. 8F, Wakita-honcho 16-23, Kawagoe-shi 350-1123	+81-49-291-2820
Chiba	Chiba	Chiba	Sunlight Bldg. 1F, Shinden-cho 4-22, Chuo-ku, Chiba-shi 260-0027	+81-43-241-1129
	Funabashi	Funabashi	Face Bldg. 7F, 3-1, Honcho 1-chome, Funabashi-sh 273-0005	+81-47-424-7068
	Kashiwa	Matsudo	Kashiwa-higashiguchi Kaneko Bldg. 1F, 8-1, Kashiwa 4-chome, Kashiwa-shi 277-0005	+81-4-7160-3112
	Ichikawa (office)	Ichikawa	Aiai Bldg. 3F, 7-6, Ichikawa 1-chome, Ichikawa-shi 272-0034	+81-47-706-3657
Tokyo	Shinjuku	Shinjuku	Matsuoka-Central Bldg. 8F, 7-1, Nishi-shinjuku 1-chome, Shinjuku-ku 160-0023	+81-3-3343-5173
	Machida	Hachioji	Nisshin-machida Bldg. 5F, 2-4, Naka-machi 1-chome, Machida-shi 194-0021	+81-42-720-2102
	Tachikawa	Tachikawa	Suzuharu Bldg. 6F, 7-16, Akebono-cho 2-chome, Tachikawa-shi 190-0012	+81-42-521-1683
	Kokubunji	Tachikawa	Aoki Bldg. 2F, 1-31, Minami-cho 2-chome, Kokubunji-shi 185-0021	+81-42-359-8452
	Omor	Ota	Toshin Bldg. 5F, 8-26, Sanno 2-chome, Ota-ku 143-0023	+81-3-3771-6622
	Hachioji (office)	Hachioji	FT-Bldg-Hachioji 3F, Yokoyama-cho 22-1, Hachioji-shi 192-0081	+81-42-631-5370
	Adachi (office)	Adachi	Royal-Ayase 2F, 24-1, Ayase 2-chome, Adachi-ku 1200005	+81-3-5650-5200
	Edogawa (office)	Edogawa	Kotsu-kaikan-Ichinoe Bldg 3F, 14-1, Ichinoe 8-chome, Edogawa-ku 132-0024	+81-3-5663-7527
	Nerima (office)	Nerima	WICS Bldg. 1F, 52-1, Higashi-Oizumi 6-chome, Nerima-ku 178-0063	+81-3-6904-6360
	Musashino (office)	Musashino	Mitaka-Yamada Bldg. 3F, 6-4, Naka-cho 1-chome, Musashino-shi 180-0006	+81-422-56-8039
Koto (office)	Koto	Nihonseimei-Kameido Bldg. 5F, 22-17, Kameido 2-chome, Koto-ku 136-0071	+81-3-5875-1903	
Kanagawa	Yokohama	Yokohama-naka	Sky Bldg. 18F, 19-12, Takashima 2-chome, Nishi-ku, Yokohama-shi 220-0011	+81-45-451-5712
	Totsuka	Yokohama-nishi	No.5-Yoshimoto Bldg. 3F, Kami-Kurata-cho 498-11, Totsuka-ku, Yokohama-shi 244-0816	+81-45-861-7877
	Mizonokuchi	Takatsu	Nocty-plaza1 10F, 3-1, Mizonokuchi 1-chome, Takatsu-ku, Kawasaki-shi 213-0001	+81-44-850-2133
	Sagamiono	Sagamihara	Odakyu-Sagamiono-StationSquare 1F, 8-1, Sagamiono 3-chome, Minami-ku, Sagamihara-shi 252-0303	+81-42-767-1015
	Fujisawa (office)	Fujisawa	Fujisawa-Morii Bldg. 6F, Fujisawa 496, Fujisawa-shi 251-0052	+81-466-55-2280
	Atsugi (office)	Atsugi	My-Atsugi Bldg. 6F, 11-18, Naka-cho 3-chome, Atsugi-shi 243-0018	+81-46-204-6610
Shinyokohama	Kohoku	Kaede-No.2 Bldg. 3F, 5-10, Shinyokohama 2-chime, Kita-ku, Yokohama-shi 222-0033	+81-45-620-9743	
Niigata	Niigata	Niigata-higashi	Place-Niigata 6F, 3-26, Higashiodori 2-chome, Chuo-ku, Niigata-shi 950-0087	+81-25-244-9246
Toyama	Toyama	Toyama	Apia-Shopping-Center 2F, 11-1, Inarimotomachi 2-chome, Toyama-shi 930-0010	+81-76-444-1328
Ishikawa	Kanazawa	Kanazawa-kita	17-30, Naruwa 1-chome, Kanazawa-shi 920-0804	+81-76-253-2230
Fukui	Fukui (office)	Fukui	AOSSA Bldg. 2F, 4-1, Teyose 1-chome, Fukui-shi 910-0858	+81-776-26-6070
Nagano	Nagano	Nagano-minami	Sano Bldg. 1F, Nakagosho 45-1, Nagano-shi 380-0935	+81-26-226-8633
	Ueda (office)	Komoro	Ueda-ekimae-Bldg-Pareo 6F, 8-1, Tenjin 1-chome, Ueda-shi 386-0025	+81-268-71-0909
Gifu	Gifu	Gifu-kita	Orchid-park-west 3F, 23, Koran 2-chome, Gifu-shi 500-8891	+81-58-254-8556
Shizuoka	Shizuoka	Shizuoka	SouthPot-Shizuoka 2F, Minami-cho 18-1, Suruga-ku, Shizuoka-shi 422-8067	+81-54-288-6842
	Numazu	Numazu	Nissei-star Bldg. 4F, 8-23, Otemachi 3-chome, Numazu-shi 410-0801	+81-55-954-1322
	Hamamatsu (office)	Hamamatsu-higashi	Sala-plaza-Hamamatsu 5F, Nishizuka-cho 200, Higashi-ku, Hamamatsu-shi 435-0044	+81-53-545-9962
Aichi	Nagoya	Nakamura	Imon-Nagoya Bldg. 2F, Tsubaki-cho 1-16, Nakamura-ku, Nagoya-shi 453-0015	+81-52-453-0062
	Chikusa	Osone	Chikusa Bldg. 6F, 15-31, Aoi 3-chome, Higashi-ku, Nagoya-shi 461-0004	+81-52-931-4701

Name of the Prefecture	Name of the Center	Pension Service Branch Office for the Area	Address	TEL
Mie	Tsu (office)	Tsu	Morinaga-Mie Bldg. 1F, Marunouchi-yosei-cho 4-1, Tsu-shi 514-0036	+81-59-264-7701
Shiga	Kusatsu	Kusatsu	Kintetsu-dept. Kusatsu 5F, 1-50, Shibukawa 1-chome, Kusatsu-shi 525-0026	+81-77-564-1174
Kyoto	Uji	Kyoto-minami	Nishiura 54-2, Hirono-cho, Uji-shi 611-0031	+81-774-43-3737
	Kyoto (office)	Kyoto-nishi	MEW-Hankyu-Katsura (EAST) 5F, Katsuranozato-cho 17, Nishikyo-ku, Kyoto-shi 615-8073	+81-75-950-5237
Osaka	Tennoji	Tennoji	Acty-Tennoji 2F, Minami-kawahori-cho 10-17, Tennoji-ku, Osaka-shi 543-0054	+81-6-6779-3521
	Suita	Suita	Melode-Suita 2-bankan 10F, 3-1, Katayama-cho 1-chome, Suita-shi 564-0082	+81-6-6369-4800
	Sakai-higashi	Sakai-higashi	Sakai-higashi-Hachiko Bldg. 7F, 1-21, Nakakawara-machi 1-chome, Sakai-ku, Sakai-shi 590-0077	+81-72-238-7663
	Hirakata	Hirakata	Urban-Ace-Hirakata Bldg. 2F, Okahigashi-cho 5-23, Hirakata-shi 573-0032	+81-804706-9762
	Joto	Joto	Toyo-plaza-gamo Bldg. 1F, 8-24, Chuo 1-chome, Joto-ku, Osaka-shi 536-0005	+81-6-6930-5601
	Higashi-osaka	Higashi-osaka	NTT-nishinohon-higashiosaka Bldg. 1F, 18-12, Eiwa 1-chome, Higashiosaka-shi 577-0809	+81-6-6736-6571
	Toyonaka	Toyonaka	Toyonaka-kokashita-tenpominami-Block 1F, 1-3, Honmachi 1-chome, Toyonaka-shi 560-0021	+81-701319-5576
	Nakamozu	Sakai-higashi	Sakai Chamber of Commerce Bldg. 1F, Nagasone-cho 130-23, Kita-ku, Sakai-shi 591-8025	+81-72-258-4701
Hyogo	Kita-suma	Suma	Natani-center Bldg. 7F, 2-5, Nakaochiai 2-chome, Suma-ku, Kobe-shi 654-0154	+81-78-797-7520
	Amagasaki	Amagasaki	Tsukaguchi-sunsun-town-2ban-kan 2F, 2-208, Minami-tukaguchi-cho 2-chome, Amagasaki-shi 661-0012	+81-6-6424-2885
	Himeji	Himeji	Neoffice-himeji-minami 1F, 53, Nonen-cho 2-chome, Himeji-shi 670-0961	+81-79-221-5128
	Nishinomiya (office)	Nishinomiya	Akuta-nishinomiya-higashikan 1F, Kitaguchi-cho 1-2, Nishinomiya-shi 663-8035	+81-798-61-3731
Nara	Naran	Nara	Shinomiya-center Bldg. 1F, 281, Omiya-cho 4-chome, Nara-shi 630-8115	+81-742-36-0370
Wakayama	Wakayama (office)	Wakayama-higashi	Sompo-Japan-Wakayama Bldg. 1F, 32-1, Misono-cho 3-chome, Wakayama-shi 640-8331	+81-73-424-5603
Okayama	Okayama	Okayama-nishi	Showa-cho 4-55, Kita-ku, Okayama-shi 700-0032	+81-86-251-0130
Hiroshima	Hiroshima	Hiroshima-higashi	Hiroshima-Intesu Bldg. 1F, Hashimoto-cho 10-10, Naka-ku, Hiroshima-shi 730-0015	+81-82-227-1091
	Fukuyama	Fukuyama	Esutoparuku 6F, Higashi-sakura-machi 1-21, Fukuyama-shi 720-0065	+81-84-926-7955
Yamaguchi	Hofu	Yamaguchi	Houfu-koso-No.3-Bldg. 3F, 8-25, Ebisu-machi 1-chome, Hofu-shi 747-0036	+81-835-25-8222
Tokushima	Tokushima (office)	Tokushima-kita	Nissei-tokushima Bldg. 8F, 11, Yaoya-machi 2-chome, Tokushima-shi 747-0841	+81-88-657-3081
Kagawa	Takamatsu (office)	Takamatsu-nishi	Kagawa-sanyu Bldg. 5F, Kajiya-machi 3, Takamatsu-shi 760-0028	+81-87-811-6020
Ehime	Matsuyama (office)	Matsuyama-higashi	Nihonseimei-matsuyamashi-ekimae Bldg. 5F, Hanazono-machi 1-3, Matsuyama-shi 790-0005	+81-89-931-6120
Fukuoka	Kita-kyushu	Yahata	Kurosaki-techno-plaza 1F, Nishimagari-machi 2-1, Yahatanishi-ku, Kita-kyushu-shi 806-0036	+81-93-645-6212
Saga	Tosu (office)	Saga	Tosu-city-hall-Higashi-bekkan 1F, Shukumachi 1118, Tosu-shi 841-0052	+81-942-50-8161
Nagasaki	Nagasaki (office)	Nagasaki-minami	Iwasaki Bldg. 5F, Chitose-machi 2-6, Nagasaki-shi 852-8135	+81-95-842-5123
Kumamoto	Kumamoto	Kumamoto-nishi	Taiyoseimei-kumamoto-No.2 Bldg. 3F, Hanabata-cho 4-1, Chuo-ku, Kumamoto-shi 860-0806	+81-96-206-2444
Oita	Nakatsu (office)	Beppu	Nakatsu-city-hall-bettou 2F, Toyoda-machi 14-3, Nakatsu-shi 871-0058	+81-979-64-7992
Miyazaki	Miyazaki (office)	Miyazaki	Miyako-city 2F, 6-28, Oyodo 4-chome, Miyazaki-shi 880-0902	+81-985-63-1071
Kagoshima	Kagoshima (office)	Kagoshima-kita	Nansei-Izuro Bldg. 6F, Daikoku-cho 2-11, Kagoshima-shi 892-0825	+81-99-295-3326

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