



Fukuoka Prefecture Casebook on Acceptance of Foreign Human Resources

Fukuoka Prefecture is making efforts to ensure that foreign human resources can fully demonstrate their abilities and work properly within the scope of their status of residence, including the establishment of the Fukuoka Prefecture Consultation Service for Companies Accepting Foreign Human Resources in September 2019.

In order to provide companies in Fukuoka Prefecture with a concrete image of appropriate working environments and places for foreign human resources to play an active role, we have compiled a "Fukuoka Prefecture Casebook on Acceptance of Foreign Human Resources," which includes case examples of work situations and communication efforts being made at companies in the prefecture.

We hope that this casebook will serve as a reference for companies that accept foreign human resources and help them to create an appropriate working environment and place for foreign human resources to play an active role.

We would like to express our deepest gratitude to all the companies in the prefecture and all those involved for their cooperation in the production of this casebook.

March 2022

Labor Policy Division, Labor Bureau, Welfare and Labor Department,
Fukuoka Prefecture

I N D E X

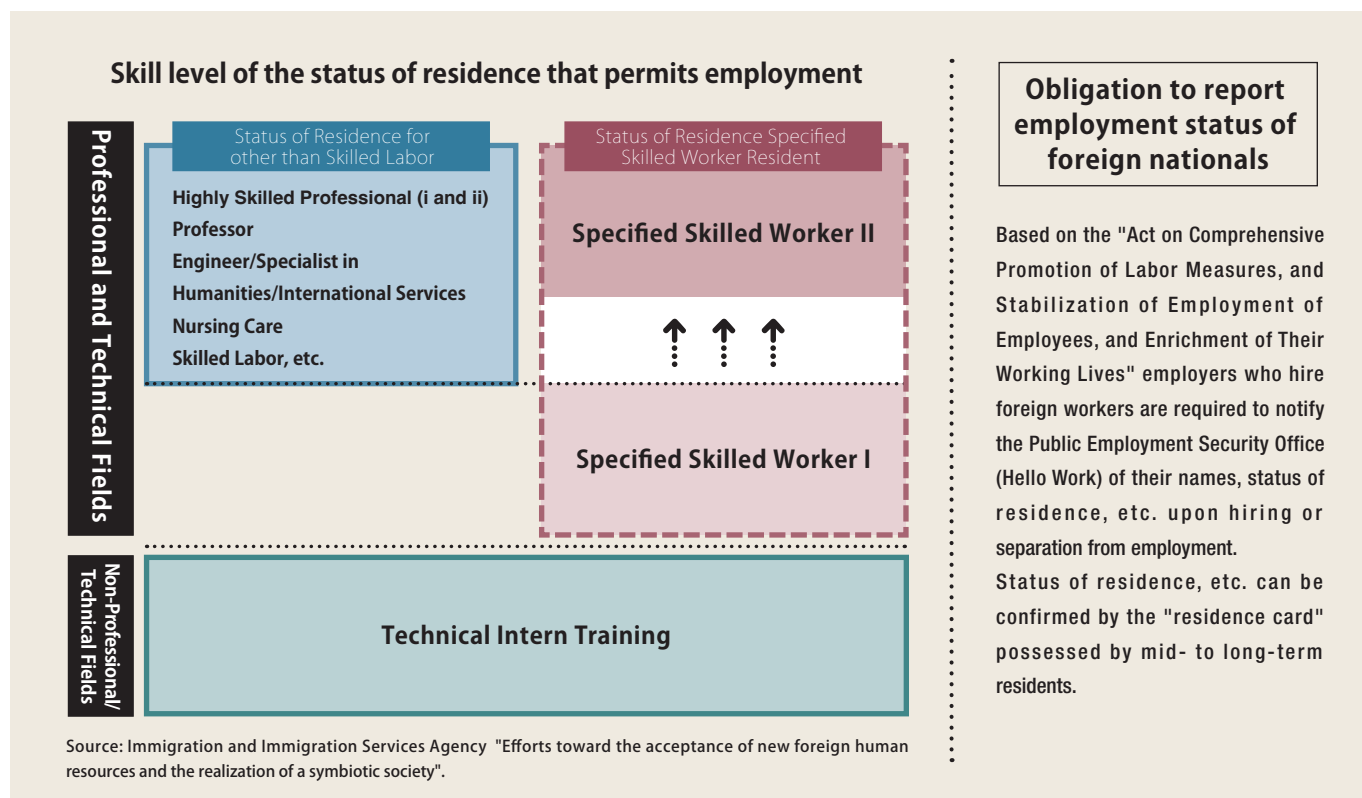
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*The information in this case study is current as of March 2022.

Outline of Acceptance of Foreign Human Resources

*This information is current as of March 2022 and is subject to change.

When accepting foreign human resources, it is necessary for them to have a status of residence that permits employment. The Immigration and Residence Management Agency's data on the relationship between the typical statuses of residence that allow work ("Technical Intern Training", "Specified Skilled Worker", and "Engineer/Specialist in Humanities/International Services") is organized from the perspective of skill level as shown in the figure below.



Technical intern training

Established in 1993. The technical intern training system was established to transfer skills, technology, or knowledge cultivated in Japan to developing regions, etc., and to contribute to "human resource development" that will play a key role in the economic development of those developing regions, etc. The basic principle of the program is that it must not be used as a means of adjusting the supply and demand of labor, so that it will not be used to secure cheap labor to compensate for domestic labor shortages, contrary to the intent and purpose of the international cooperation program.

The number of jobs that can be accepted under the Technical Intern Training II program is 156 in 85 occupations (as of March 16, 2021).

- Technical Intern Training I: 1 year [1st year].
- Technical Intern Training II: 2 years [2nd and 3rd year].
- Technical Intern Training III: 2 years [4th and 5th year](*)

*Only supervisory organizations and apprenticeship providers in good standing are eligible.

Specified skilled worker

Implemented from April, 2019. The program was established to address the growing shortage of labor by accepting foreign nationals with a certain level of expertise and skills who can be immediately effective in certain industrial fields (*) where it is difficult to secure human resources despite efforts to improve productivity and to secure domestic human resources. Foreign nationals who have successfully completed Technical Intern Training II can transfer to Specified Skilled Worker I.

*Specified industrial sectors (14 sectors): nursing care, building cleaning management, machine parts and tooling industries, industrial machinery industry, electric, electronics and information industries, construction industry, shipbuilding and ship machinery industries, automobile repair and maintenance, aviation industry, accommodation industry, agriculture industry, fishery and aquaculture industries, food and beverage manufacturing industries, and food service industry.

- Specified Skilled Worker I: Maximum period of stay is 5 years in total.
- Specified Skilled Worker II: Renewal of period of stay is required.

Engineer/Specialist in Humanities/International Services

This is one of the levels of status of residence known as "Specialized/Technical Field". Examples of specific activities include "engineers in mechanical engineering and other fields, interpreters, designers, language teachers in private companies, and marketing personnel".

Fukuoka Prefecture Consultation Service for Companies Accepting Foreign Employees

Free of charge

We provide consultation services for companies in the prefecture on various questions about accepting foreign human resources, employment management after hiring, and creating a workplace environment.

☎ 0120-86-2905

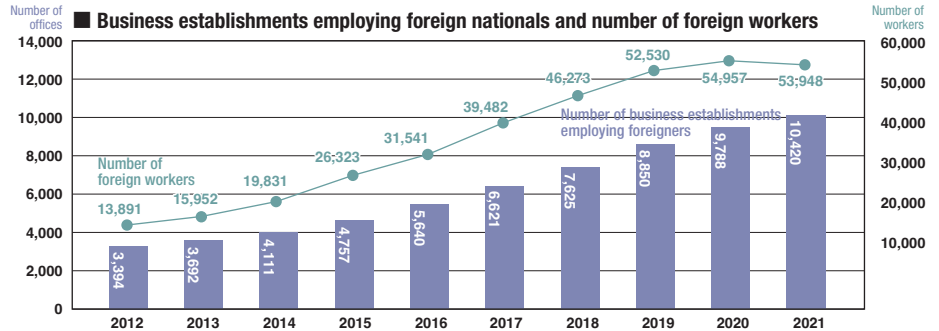
Office Hours | 10:00-17:00
(except Saturdays, Sundays, national holidays, and year-end and New Year holidays)

About Foreign Workers in Fukuoka Prefecture

The number of foreign workers is approximately 1.73 million nationwide as of October 2021. Fukuoka Prefecture had approximately 54,000, a 1.8% decrease from the previous year, when the number of foreign employees reached a record high since the reporting of foreign employment status became mandatory in 2007.

1 Business establishments in Fukuoka Prefecture that employ foreign workers and the status of foreign workers

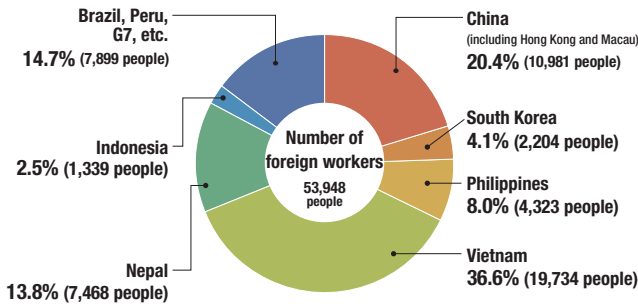
As of the end of October 2021, there were 10,420 establishments employing foreign workers and 53,948 foreign workers.



2 Foreign Worker Attributes

By nationality, Vietnam accounted for 36.6% of the total number of foreign workers, followed by China at 20.4% and Nepal at 13.8%.

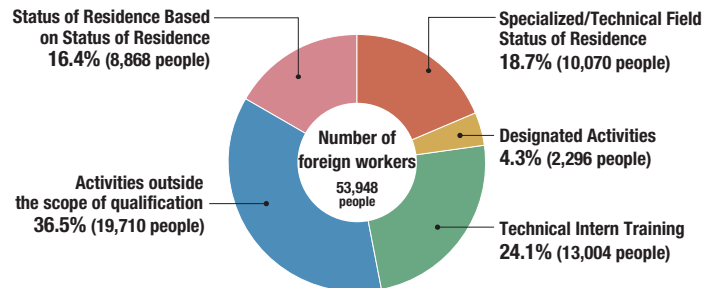
Ratio of foreign workers by nationality



3 Status of Residence for Foreign Workers

By status of residence: Study abroad and other "activities other than those permitted under the status of residence" accounted for 36.5% of all foreign workers, followed by "Technical Intern Training" (24.1%) and "status of residence in a Specialized/Technical Field" (18.7%).

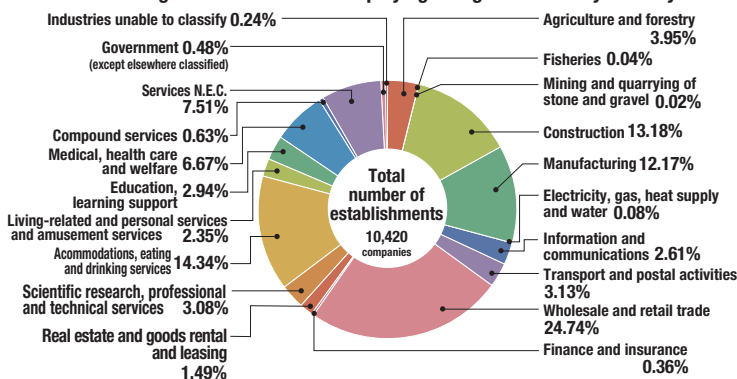
Ratio of foreign workers by Status of Residence



4 Establishments Employing Foreign Nationals by Industry

By industry, "wholesale and retail trade" accounted for 24.74%, followed by "accommodations, eating and drinking services" at 14.34%, "construction" at 13.18%, and "manufacturing" at 12.17%.

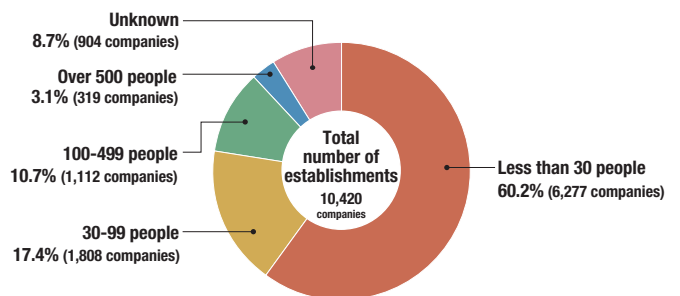
Percentage of establishments employing foreign nationals by industry



5 Percentage of establishments employing foreign nationals by establishment size

By establishment size, establishments with "less than 30 employees" were the most numerous, accounting for 60.2% of all establishments.

Percentage of establishments employing foreign nationals by establishment size



6 Number of "Specified Skilled" foreign workers

As of the end of October 2021, the number of foreign workers in Fukuoka Prefecture with the newly created status of residence "Specified Skilled Worker" from April 2019 was 1,060.

Number of foreign workers by specific industrial field (limited to those with "specified skilled worker" status of residence)

	Total of specified skilled workers	Specific Industry Sector													
		Nursing Care	Building cleaning maintenance	Machine parts and tooling industries	Industrial machinery industry	Electric, electronics and information industries	Construction	Shipbuilding and ship machinery industries	Automobile repair and maintenance	Aviation industry	Accommodations	Agriculture	Fisheries	Food and beverage manufacturing industries	Food service industry
End of October 2020	379	3	4	29	55	6	17	1	8	0	0	48	0	166	42
End of October 2021	1,060	122	3	82	82	9	61	7	13	0	2	128	0	454	97

Source: Fukuoka Labor Bureau, "Status of Employment of Foreign Nationals" (as of October 31, 2021)

Sanyu Foods Co., Ltd.

CASE

1



Technical
intern
training



Move forward rather
than complicate things

Pioneering the future
through immediate action

Location	Iizuka City, Fukuoka Prefecture
Business	Manufacture and sale of processed marine products
Number of Employees	34 persons Including 11 foreign nationals: 6 technical intern trainees, 1 specified skilled worker, 1 engineer/specialist in humanities/international services and 3 others (Vietnam)
Established in	1991
URL	https://sanyufoods-kanisuke.com/

Company Business Overview

Our processed marine products such as crab, shrimp, and squid are sold at supermarkets, co-ops, and mail-order stores, and are also well-received as gifts for hometown taxes. In addition to these distributor-oriented product manufacturing, we also develop our own brand of processed marine products. We also sell our products at the direct sales shop attached to our head office.

Details of Efforts to Create a Work-Friendly Environment

Errors due to poor communication of language inevitably occur. To prevent this as much as possible, we have Vietnamese people with excellent Japanese language skills participate in meetings and discussions. In addition, we create many opportunities to experience Japanese culture, and grant those who wish to do so a holiday during the Lunar New Year in accordance with the customs of their home country, so that they can spend time with their families in their home country via telephone.

Purpose, motivation, and goals of accepting foreign human resources

"Could this be a new possibility for the future?" Encouraged by my friend's words, we decided to accept the internship, and two months later we were in Vietnam. Now, nearly 10 years after the acceptance of the first group of trainees, their work performance has contributed greatly to the company. We're so glad we decided to accept at that time.

Effect of Efforts

For example, different cultures have different criteria for making various decisions, even in aspects such as toilets and food. But it doesn't have to be so complicated. You can prepare what you need, and if something is needed, you can explain it each time. Japanese language skills can be improved by using it on a regular basis. We actively try to create an environment in which they can use Japanese and support their participation in Japanese language classes.



Voices of Foreign Employees:

Ms. Tran Thi Binh

[Vietnam]

Status of Residence: Technical Intern Training

I was lonely and anxious about leaving my family, but I decided to come to Japan thinking about my family's life and my future. Since my arrival in Japan, the employees have made me feel at ease both in my work and in my life.

For the remainder of my stay, I would like to work hard at my job while also studying Japanese and my favorite cuisine, and working toward my future dreams. In fact, my brother is scheduled to come to Japan in the spring of 2022. I will never get used to the cold in Japan, but I am glad to have another thing to look forward to.



Message from the person in charge

Representative Director

Mr. Kensuke Kiyohara

My motto is "Do it as soon as you think of it". We decided to accept and two months later we went to Vietnam. I was impressed by their welcome to me as a Japanese person and their interest in Japanese culture. Some may find it difficult to do so because of the fixed period of residency for interns. But they are young and diligent. They are growing fast and are a solid part of our business. Simple is the best way to think. It is important to first accept and explore the possibilities.



Takeshima Textile Processing Center General Partnership Company

CASE

2



For their future,
with thanks for their
skills and smiles.

Location	Yanagawa City, Fukuoka Prefecture
Business	Manufacture and sale of women's and children's innerwear
Number of Employees	15 persons Including 9 foreign nationals: 9 technical intern trainees (Myanmar)
Established in	1998

Company Business Overview

We manufacture (sewing, inspection, etc.) women's and children's underwear at the request of manufacturers.

Details of Efforts to Create a Work-Friendly Environment

If any problems arise, interpreters are arranged as needed to communicate each other's arguments in detail. We provide opportunities to overcome cultural differences. Before COVID-19, we created opportunities for people to experience Japanese culture and scenery, such as hanami (cherry blossom viewing) and company trips. We also provide support for Japanese language acquisition by holding study sessions and providing allowances for those who pass the Japanese Language Proficiency Test.

Purpose, motivation, and goals of accepting foreign human resources

There are foreign talents who have a strong desire to work in Japan. A single-minded determination to help Japan's sewing industry. We formed a cooperative with neighboring companies in the same industry and began working toward accepting interns. The first acceptance was in 1999. We are in the sewing industry, which requires high quality assurance and productivity, and we have been supported by the "skills" and "smiles" acquired by our foreign trainees since our establishment.

Effect of Efforts

In order to ensure the quality as made in Japan, we set the quality standards for each product by looking at, discussing, and confirming them together. The trainees are above all hard working and very ambitious. The level of technology has been greatly improved by communicating with each other in detail. Smiles have increased, leading to improved quality and productivity.



Voices of Foreign Employees:

Ms. Ei Thet Khaing [Myanmar]
Status of Residence: Technical Intern Training



Before coming to Japan, I thought I would only work here for 3 years and then return to Myanmar, but I love living in Japan and the scenery I have been able to see, and now I want to work here as long as possible. The president and his wife are kind and we all really enjoy working together. And on my days off, I go to various places to make memories. I believe that working in Japan is worth it, even if you have to leave your hometown for a little while. I look forward to seeing those beautiful cherry blossoms again in the spring.

Message from the person in charge

Senior partner
Ms. Yukiko Takeshima



Trainees generally return home after 3-5 years. I want them to make their lives as good as possible, so I hope that after they return to Japan, they will find a way to work for a Japanese company, making use of the Japanese language they have learned in Japan. All the systems we have in place are a way to repay the girls who call on me and cherish me, saying, "We'll do our best, it'll be fine". I hope that they will not only work, but also play a lot and make their stay in Japan a fruitful time.

Hirokawa Hospital Medical Corporation

CASE

3



Technical
intern
training



Medical Field x Interns
Medical Corporation
Exploring New Possibilities

Location Hirokawa Town, Yame District, Fukuoka Prefecture

Business Operation of a long-term care hospital

Number of Employees 145 persons Including 8 foreign nationals: 4 technical intern trainees and 4 specified skilled workers (Cambodia)

Established in 1979

U R L <http://www.hirokawa-hp.com/>

Company Business Overview

We operate Hirokawa Hospital, a "hospital for long-term care" for patients who have completed treatment at general hospitals and have entered the chronic phase of their illness.

Purpose, motivation, and goals of accepting foreign human resources

Caregivers were added to the technical intern training program in 2017. Our hospital was one of the first to see the potential in this area and began to move forward. This is because we are a long-term care hospital. Many patients require nursing care. We work with interns with the hope of creating a new "norm" of having trainees in the medical field, and also to support other countries in any way we can.

Details of Efforts to Create a Work-Friendly Environment

Creation of the environment began with staff training prior to acceptance. To learn more about the internship program and Cambodia, we prepared materials and watched videos. To receive the interns, nurses, nutritionists, rehabilitation technicians, and office staff all prepared their knowledge and minds.

Effect of Efforts

By informing patients and their families about the interns in advance, we were able to begin accepting them smoothly. In addition to this, there have been some pleasant changes for the staff and patients. The interns' hard work and smiles are very popular with patients. They teach Japanese to the interns, which has created an unprecedented exchange, and I feel that the entire hospital is encouraged and energized by them.



Voices of Foreign Employees:

Ms. Chhorn Kanha [Cambodia]
Status of Residence: Technical Intern Training



I was sad to leave my family, but I wanted to visit the beautiful and big Japan. I wanted to see cherry blossoms, snow, Mount Fuji. With this in mind, I attended a Japanese language school. Although the work of caregivers can be difficult, from preparing meals in the morning to taking care of diapers and baths, the support of the staff and the "thank you" from patients really makes me happy. Now I have no more homesickness. I can talk to my family on the phone every day. If you are interested in Japan, please take the first step. Special experiences and beautiful scenery await you.

Message from the person in charge

Head nurse
Ms. Tomoko Inamata



When it comes to accepting interns from different languages and cultures, challenges and concerns may come first. But after the acceptance, I was impressed. Their effort, smile, growth, and attitude, it's all because they are interns, isn't it? We have a total of eight Cambodians in our hospital, all of whom have been working night shifts since around the second year. They are not "plus one," but are active as one of the night shift workers. There are many advantages for those who accept them.

Machida Co., Ltd.

CASE

4



Technical
intern
training



Foreign Talent Chooses
Careers

New path for
apprenticeships with a
10-year plan

Location Nogata City, Fukuoka Prefecture

Business Temporary platform/ scaffolding construction work

Number of Employees 32 persons Including 12 foreign nationals: 12 technical intern trainees (Vietnam)

Established in 2001

U R L <https://machidakk.com/company/>

Company Business Overview

We are specialists in temporary platforms and scaffolding construction, taking care of everything related to scaffolding. We provide a one-stop service from drawing to strength calculation, material procurement, and of course, staffing and construction.

Purpose, motivation, and goals of accepting foreign human resources

Our company is involved in the construction of temporary platforms and scaffolding for the large-scale renovation of bridges and railroad facilities built more than 50 years ago. These fields of technology will surely be in demand in developing countries in the future. If we train human resources at our company, it will lead to international contributions in the future. That's what we thought. In fact, we felt it would be beneficial to our company, so we decided to accept interns seven years ago.

Details of Efforts to Create a Work-Friendly Environment

Foreign personnel are also an important part of our staff. In order to understand feelings and deepen trust, we conduct a weekly exchange diary. We ask them to decide on a theme and write about their concerns, requests, and many other things. Then, once a month, we hold a regular meeting with interpreters and managers. We also enjoy interacting with the local community by opening stalls at local festivals and participating in events.

Effect of Efforts

Since trainees have their own goals and circumstances, we have a unique "10-year curriculum" that allows trainees to choose their own career path. If you wish to stay in Japan for a long period of time, we encourage you to acquire a specified skill. After that, the company pays for the acquisition of driving licenses, slinging, and other technical qualifications. We are helping to expand the possibilities for the next ten years and beyond.



Voices of Foreign Employees:

Mr. Tran Dinh Cuong

[Vietnam]

Status of Residence: Technical Intern Training

Japan is a very developed country. I came to Japan expecting a new job and new experiences. I have obtained a driving license, steeplejack level 2, and slinging certification. I am living with a sense of growth. My goal now is to improve my skills more and become a foreman in the field. And it is to take on that site with Vietnamese colleagues. If you become a Specified Skilled Worker II, you will have a chance to live in Japan with your wife and children! I was afraid of working at heights, but now I am used to it. Let's work together in Japan!



Message from the person in charge

Representative Director

Mr. Hiroaki Machida

When they call out in dialect, "Boss, come quickly!," it creates a very cheerful atmosphere in the company. We feel this is another benefit of hiring apprentices. Many trainees also tell us that they would like to work hard in Japan after obtaining a specified skill qualification. Then, they tell us they want to get a "steeplejack first class" certification. This has great implications for the Japanese construction industry. Our company will continue to focus on acceptance. I would be happy if more of my colleagues feel the same way.



Matsushima Measure Tech Co., Ltd.

CASE

5



Technical
intern
training



"Japan Made" to the world!
Long-established
manufacturer with
"no nationality" hiring
requirements

Location	Kitakyushu City, Fukuoka Prefecture
Business	Design, manufacture and sales of various measuring instruments
Number of Employees	131 persons Including 5 foreign nationals: 2 technical intern trainees, 1 engineer/specialist in humanities/international services, and 2 others (Vietnam and Taiwan)
Established in	1946
U R L	https://www.matsushima-m-tech.com/

Company Business Overview

We were established in 1946 as a company responsible for designing automation equipment for steel, electric power, and cement-related plants. Later, the company became a manufacturer that also produces products in response to customer requests. Today, we design and manufacture products related to measuring instruments and automation equipment, such as water level meters, dust surveying meters, and conveyor safety switches.

Details of Efforts to Create a Work-Friendly Environment

We believe that the improvement of Japanese language level directly affects the ease of working. Therefore, we suggested that they participate in Japanese language schools or local "mothers' volleyball" games on their days off. Other activities, such as going sightseeing on holidays, encourage interaction with a wider range of Japanese people. Wi-Fi is also available in the spacious residence for family contact.

Purpose, motivation, and goals of accepting foreign human resources

Our history of accepting foreign personnel is relatively old, and we hired our first Chinese employee in 1993. Since that time, the hiring requirements have been nationality-neutral. Since we were looking to establish overseas offices and expand globally, we had the idea of "gaining knowledge of other countries" cultures and customs from foreign personnel. As for foreign trainees, we accepted them for the first time in 2020 as part of this program.

Effect of Efforts

Of course, it's all about the person's hard work. However, two of our trainees passed JLPT N2 in their second year in Japan. This is a rare achievement in Kyushu's reception record. We are very happy to see that the girls have been able to feel the atmosphere of acceptance of the trainees, not only by the employees but also by the local community.



Voices of Foreign Employees:

Ms. Hoang Thi Thom

[Vietnam]

Status of Residence: Technical Intern Training

If you want to improve your Japanese, the most important thing is to learn by yourself. I was told that the president chose me for the interview because he saw my willingness to learn. Another important aspect of working in a Japanese factory is "safety first". Japanese factories are safe, secure, and easy to work in because they observe 5S, reporting, and hierarchical relationships. I would like to know more about Japan and learn more Japanese in the future. And I would like to work for a Japanese company in my home country. Japan is a developed country and interesting to study. Please come and join us!



Message from the person in charge

Representative Director

Mr. Noritoshi Ikeda

What I felt again after hiring the trainees was that "the attitude of the recipient is important". Even though language, culture, and customs may differ, there is always a "person to person" exchange. By caring for and leaning on others, the results will naturally follow. In fact, we feel that the willingness of the trainees has stimulated the staff around them, and the company has become more energetic than before. With the hiring of two first-term students, a successful case has already been established. In the future, we would like to discuss together whether there is anything we can do to tie up with trainees after they return home.



CASE

6



Technical
intern
training

Social Welfare Corporation Mizuhokai Special Nursing Home for the Elderly La Port Arita



Active in caregiving!
Vietnamese trainees
supporting welfare

Location Fukuoka City, Fukuoka Prefecture

Business Operation of nursing and welfare facilities

Number of Employees 123 persons Including 4 foreign nationals: 3 technical intern trainees and 1 specified skilled worker (Vietnam)

Established in 2015

U R L <http://a-mizuhokai.jp/>

Company Business Overview

We operate a special nursing home, short stay, day service, in-home care support office, and helper station under the name "La Port Arita" in Arita, Sagara Ward, Fukuoka City.

Purpose, motivation, and goals of accepting foreign human resources

In 2017, it became possible to accept trainees in the nursing profession, and we started accepting trainees in 2019 with the idea that "if the country is focusing on it, we should try it too". In Japan's "super-aging society," we were excited about the new possibilities that trainees would bring to the field of welfare. Its effects exceed expectations! We currently have three interns working with us.

Details of Efforts to Create a Work-Friendly Environment

Interviews are held monthly. We discuss various issues such as "What do you need? What's your next goal?" and try to resolve concerns in daily life and improve work skills. Also, all staff members were encouraged to donate daily necessities prior to their arrival in Japan. We also focused on improving their living environment, such as kotatsu (table over an electric heater) and tableware.

Effect of Efforts

We chose Vietnam as a candidate because we wanted to visit a country with customs that were a little closer to ours. Then visited the site several times. There is a national character that values human connections and a strong, close bond with family, friends, workmates, and neighbors. We had high expectations for people from this country. When we actually accepted them, they learned quickly and quickly became accustomed to life in Japan.



Voices of Foreign Employees:

Ms. Nguyen Thi Yen

[Vietnam]

Status of Residence: Technical Intern Training

I had been interested in the nursing profession for a long time and had heard about life in Japan from friends, so I decided to come to Japan to study nursing care in Japan. After arriving in Japan, we have been very busy helping patients with meals, bathing, changing diapers, walking, etc.! But I feel really happy when they call me and say, "Ms. Yen, help me!" Now that I am getting used to Japan, I think that I would like to continue working as a caregiver. I want to continue working in Japan if possible.



Message from the person in charge

Facility manager

Ms. Aya Hatano

The hurdles to becoming an apprentice in the nursing profession are higher in many ways than in other occupations, so applicants are originally very motivated. Therefore, they are quick to learn the work themselves and work very quickly. The bright and fresh appearance of these girls is a good stimulus for the Japanese staff as well. "I was worried at first, but I'm glad you hired me!" When I heard this comment from a staff member, I thought to myself: "These women have established their position in the facility through their own work performance. I'm really glad they came." I felt such a sense of accomplishment.



Arai Co., Ltd.

CASE 7



Specified skilled worker

株式会社 あらい

Long-established company fosters ideal relationship with trainees who "want to work here more".

Location Koga City, Fukuoka Prefecture

Business Poultry Meat Wholesale

Number of Employees 62 persons Including 14 foreign nationals: 12 technical intern trainees and 2 specified skilled workers (Vietnam)

Established in 1947

U R L <http://www.arai-group.com/>

Company Business Overview

We have long been involved in the "food" of the people of Fukuoka Prefecture by focusing on the processing and sales of "Hakata Ichiban Dori," a brand of chicken produced in Fukuoka Prefecture. In addition, the company operates the Hakata Ichibandori Izakaya Arai chain of izakaya restaurants within the group, taking advantage of the know-how it has cultivated over the years. We deliver fresh and safe chicken from many sources.

Details of Efforts to Create a Work-Friendly Environment

Each person has his/her own room in the residence, ensuring private time and space. The business appointed a leader to serve as an information communicator. Technical advice and knowledge transfer from seniors to juniors also works well. Also, the program supports participation in Japanese language classes held by the local city. We also cherish the emotional connection, such as giving little gifts on birthdays.

Purpose, motivation, and goals of accepting foreign human resources

We are confident that our business is an integral part of your daily life. On the other hand, however, there are many difficult tasks, such as the processing of internal organs, and there are few bearers. That's when we turned our attention to the technical intern training program. If they could be involved in our operations while learning and utilizing the know-how we have developed over the years in their home country. That is how we started accepting trainees.

Effect of Efforts

At first, we were concerned about instructions and communication regarding work and compliance with detailed sanitation management in accordance with Japanese standards. However, that is not the case. The trainees come to Japan with a clear goal in mind, actively learning Japanese, acquiring skills, and working hard at their jobs.



Voices of Foreign Employees:

Ms. Duong Thi Diem Quynh

[Vietnam]

Status of Residence: Specified Skilled Worker

This is my fifth year in Japan. I received my specified skilled worker status of residence in March. I miss Vietnam, but my family is also very supportive. Before I came to Japan, I thought Japanese people were cold because of movies and manga, but everyone is very kind. Male employees carried heavy items for me, and everyone taught me Japanese. Now I love Japan, a country full of kindness and opportunities! I would like to continue my studies in Japan for as long as possible.



Message from the person in charge

General Manager, Manufacturing Dept.

Mr. Takeshi Tsuruta

Before accepting a candidate, I interview the candidate on site, and I try to ask questions and make requests that will reveal the candidate's personality as much as possible. I don't know if it is thanks to that, but in fact there are many people like Quynh who have been active in the industry for a long time. It is not easy to get along with people who think "because I'm a foreigner". The important thing is to face them as equals. We try to spend more time with them because it is difficult to communicate with them in their own language. By doing so, we can build a better relationship.



Mikasa Co., Ltd.

CASE

8



Specified skilled worker



Focusing on "diversity" ahead of its time

Aiming to be an excellent local company that is one step ahead of the competition.

Location Fukuoka City, Fukuoka Prefecture

Business Environmental maintenance business (plant maintenance, environmental education promotion) / Building cleaning maintenance business (cleaning, facility management) CSR promotion projects (designated management projects, lecture projects, volunteer promotion projects)

Number of Employees 400 persons Including 9 foreign nationals: 3 technical intern trainees, 3 specified skilled workers and 3 others (Vietnam, U.S.A., Sweden, China)

Established in 1975

U R L <https://mikasakk.co.jp/>

Company Business Overview

When the company was first established, its main business was sewage treatment, but over the course of its nearly 50-year history, it has expanded its business to plant management. And now, we are entrusted with a wide range of building maintenance tasks, including cleaning and facility management.

Purpose, motivation, and goals of accepting foreign human resources

Fukuoka, where we mainly operate our business, is a diverse city that will become more and more internationalized in the future. Interaction and cooperation with foreigners will become even more essential for companies. Accepting foreign trainees now will prepare us for the next 10 or 20 years. Walking together with foreign human resources is the result of looking to the future of the company and of the trainees.



Details of Efforts to Create a Work-Friendly Environment

Naturally, each country has a different culture, so we focus on understanding the other country. We celebrate Lunar New Year together and cook the country's cuisine. We accept the culture and promote the development of heartfelt relationships. We visit the dormitory regularly to facilitate dialogue and provide support for daily life and Japanese language study.

Effect of Efforts

When trainees who are hard-working and earnest in everything they do join our company, the atmosphere within the company and the awareness of the Japanese staff changes to an astonishing degree. A warm corporate culture of "support by all" has been fostered, centered on the technical and lifestyle guidance staff who care for the trainees and ask them how they are doing. This is a pleasant change that would never have happened to the Japanese alone.



Voices of Foreign Employees:

Mr. Nguyen Thanh Binh

[Vietnam]

Status of Residence: Specified Skilled Worker

Three years ago, I came to Japan to study more karate, which I had been learning. The first difficulty I had was the politeness that is unique to Japan. In Vietnam, people express their feelings straightforwardly to each other, but in Japan, the other person's feelings come first and the phrasing is considered. At first, we didn't understand that, so we sometimes had conflicts. But the Japanese staff also helped me there. They have been there for me until I could understand them, and now I am good friends with everyone. I really enjoy every day in Japan, both at work and as a hobby.



Message from the person in charge

Representative Director

Mr. Kazuo Kurashige

We hope that trainees who have taken the trouble to come to Japan will be active in Japan for as long as possible, for example, by acquiring specific skills. Of course, there is also a path to becoming independent in their home country, and I would like to "do something together" with them at that time. It is an opportunity for us to expand overseas, and the trainees can gain know-how and financial support. We want to have a win-win situation even after the internship period is over. We would like to express our gratitude to the foreign human resources who are currently working hard for us, and we will continue to accept and support them.



you farm Co., Ltd.

CASE

9



Bringing specific skilled workers to Japan for 6 years, Helping to boost an agricultural town

Location	Kurume City, Fukuoka Prefecture
Business	Agriculture
Number of Employees	13 persons Including 11 foreign nationals: 10 technical intern trainees and 1 specified skilled worker (Philippines, Vietnam, China)
Established in	2014
U R L	https://www.youfarm0809.com/

Company Business Overview

We ship vegetables such as komatsuna (Japanese mustard spinach), asparagus, and spinach with an emphasis on our own production and sales. Wholesale customers are lunchbox stores and school lunch-related companies. In the market, our vegetables are handled in a wide range of areas from Kyushu to the Kansai region.

Purpose, motivation, and goals of accepting foreign human resources

Kitano-machi, Kurume City, where we have our farm, is an area of rich land and flourishing agriculture. Therefore, we have been accepting technical intern trainees for the past eight years to engage in general agricultural work. We also accept them with specific skills, expecting them to play an immediate role, such as mentoring newcomers. Today, more foreign nationals work for the company than Japanese employees.

Details of Efforts to Create a Work-Friendly Environment

Especially when they have just arrived in Japan, everyone is still a bit nervous. To ensure that they do not feel alone and lonely, we take them out to fireworks displays and rice-cake making events to share the same time with them, thereby alleviating their first and greatest fear of loneliness. We also provide support for daily living such as shopping, hospitals, etc., which can be a challenge to get used to.

Effect of Efforts

Thanks to the support, everyone is smiling from the early stages. In addition, the relationship is more intimate as they share their private life together. We see people helping each other and taking each other more seriously, and we feel that even though we were born in different countries, we are still people to people. Once life is back on track, we'll keep an eye on them while we care for them. We feel that a little leaning in is all that is needed.



Voices of Foreign Employees:

Mr. Mangaoang Daryl Garcia

[Philippines]

Status of Residence: Specified Skilled Worker

Before coming to Japan, I was a farmer in Malaysia. However, planting seeds, disinfecting vegetables, and working with a tractor were my first experiences in Japan. New things are difficult and make me anxious, but I am happy because I am learning skills! Only at first was there any worry about the change in environment. I now have many friends of Filipino nationality that I connected with on social networking sites. Japan (Fukuoka) is a warm city with good food. There are many foreign nationals working in the same way nearby, so we hope you will come to work (study) with us.



Message from the person in charge

Representative Director

Mr. Yusuke Hisadomi

In our case, it has been about 8 years since the first acceptance. We have a staff member like Daryl who has been with us for a long time, so we leave it up to him to mentor newcomers, whether they are trainees or Japanese. The first step is harvesting and bagging. Gradually, they are given more responsibility, and after 5-6 years, they are encouraged to obtain a car or tractor license (at the company's expense). There is no need to think too hard about language and cultural differences. It is important to create a little environment and face the situation with feelings. It is their diligent and hard work that supports the farming industry in this town.



Chikusui Canycom Inc.

CASE 10



Engineer
Specialist in Humanities
International Services



From Ukiha to 100 countries
around the world!

A major challenge pillar is
foreign human resources.

Location Ukiha City, Fukuoka Prefecture

Business Manufacture and sale of agricultural, civil engineering and construction, and forestry transport vehicles, mowing trucks, and industrial machinery

Number of Employees 278 persons Including 6 foreign nationals: 3 technical intern trainees, 2 specified skilled workers and 1 engineer/specialist in humanities/international services (Vietnam, Senegal, Korea)

Established in 1955

U R L <http://www.canycom.jp/>

Company Business Overview

We are a manufacturing company that designs, manufactures, and sells industrial machinery used in fields such as agriculture, civil engineering and construction, and forestry. A pioneer in the industry, we have been promoting global expansion since the 1980s. Today, Canycom brand machines are in use in 51 countries around the world.

Purpose, motivation, and goals of accepting foreign human resources

We have been involved in the agricultural field since our company's inception. It was said that the market would peak around 1990 and begin to shrink. There, we went overseas in search of new business areas. Naturally, the need arose for foreign manufacturing staff and foreign overseas sales representatives. In our company's efforts to globalize, the technology and language they used was not a cause for concern, but the capability we most wanted.



Details of Efforts to Create a Work-Friendly Environment

We hire in specified skilled workers and specialists in humanities/international services, but we do not impose any etiquette or management philosophy. We place emphasis on ability and have them work without distinction from Japanese employees. We put our trust in them and value communication. The most important factor in creating a comfortable working environment may be the corporate culture of taking it for granted that foreigners will be there.

Effect of Efforts

Pre-acceptance paperwork, onsite interviews, dormitory arrangements, etc., of course, take time and cost money. But that is only a matter of paperwork and money. If only they could clear the first task with their creativity and ingenuity, their earnestness and honesty would be a great asset to the company.

We are convinced that foreign human resources are indispensable for the future development of our company.



Voices of Foreign Employees:

Group leader **Mr. Ndiaye Paul Benoit**
[Senegal]
Status of Residence: Engineer/Specialist in Humanities/International Services



I came to Japan for a sports study abroad program and joined the company in 2011. I chose this company because of its challenging attitude of aiming to reach 100 countries around the world and its enthusiasm to employ Africans to achieve this goal. A company that respects who you are, but that is why you should be willing to take an interest in the company's policies and culture. This will ultimately lead to "be yourself and take more chances". The first step is to become interested. If you want to grow and succeed in Japan, please join us and challenge yourself!

Message from the person in charge

Representative Director
Mr. Yoshimitsu Kaneyuki



For example, most of the trainees in the manufacturing field have skills equal to or better than a newcomer who graduated from an industrial high school right after arriving in Japan. In addition, the level of both skill and mindset is really high because they have a strong will to grow and earn money, rather than being somewhat in manufacturing. In order to make them more active, I place importance on not leaving it up to the person in charge. The person responsible for management is directly involved in both the interview and post-entry care. We believe that accepting foreign human resources is worth it.



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