

For all Foreign Nationals working in Japan

Working Conditions Handbook



Ministry of Health, Labour and Welfare
Prefectural Labour Bureaus
Labour Standards Inspection Offices

Are your Working Conditions Fair? A Guide for Foreign Workers in Jap

Japan has a range of laws in place designed to ensure fair working conditions and the health and safety of workers, and which protect workers through compensation etc. in the event they are injured or become sick at work or on the way to work. These laws apply equally to everyone irrespective of nationality. As such, you are entitled by law to receive the same treatment as Japanese workers. This pamphlet provides an introduction to some of the most important aspects of Japan's labor laws.

Consultation services are also available to foreign workers, providing free advice on labor issues in a range of languages. If you experience any of the following kinds of problems at a workplace in Japan, please visit your nearest Labour Bureau with Advisors for Foreign Workers or call the Hotline for Working Conditions Consultation Service.



You are not paid your wages

You have been working hard, but you do not receive your wages on pay day. Your boss says that the company does not have the money to pay you at the moment and to wait a little longer, but you are very worried.



You are dismissed out of the blue

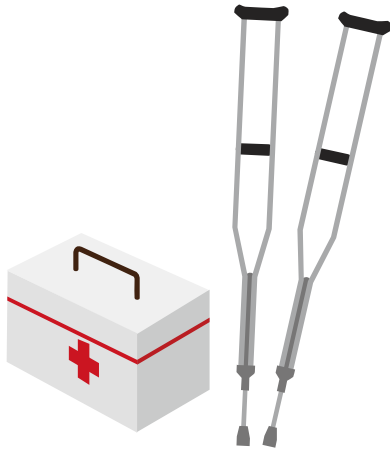
Your boss suddenly tells you not to bother showing up for work tomorrow. You will struggle to make ends meet if you lose your job without warning.



You are not paid overtime

You have been doing overtime every day, but you notice on your pay slip that you have only been paid a little extra. There must be some mistake, you think to yourself.

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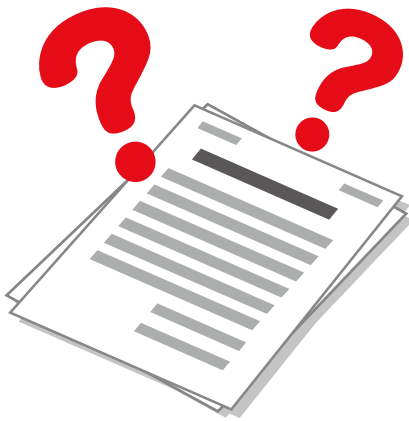
Your employer refuses to sign you up for industrial accident insurance

You are injured on the job and cannot work. You are concerned about medical fees and living costs while you are off work.



You are at risk of injury due to dangerous work

Your work involves dangerous tasks in which even a small mistake could result in an injury. You want your company to put in place proper safety measures.



Your working conditions are unclear

You are not sure about your working conditions, as you only received a short and simple verbal explanation from your company. You want to know fully about your working conditions.

Please use this handbook to check whether the working conditions at your workplace are fair.

CONTENTS

■ Case studies	P.01	■ Industrial Accident Compensation Insurance Act ...	P.10
■ Labor Standards Act	P.03	■ Q&A	P.11
■ Labor Contract Act	P.08	■ Consultation Services	P.14
■ Minimum Wage Act	P.08	■ Labour Bureaus with Advisors for Foreign Workers...	Back cover
■ Industrial Safety and Health Act	P.09		

1

Japan has a number of laws and regulations in place relating to labour, such as the Labor Standards Act. The following extracts introduce you to some of the key aspects of these.

Labor Standards Act

01 Equal Treatment (Article 3)

An employer shall not engage in discriminatory treatment with respect to wages, working hours or other working conditions by reason of the nationality, creed or social status of any worker.

02 Prohibition of Forced Labor (Article 5)

An employer shall not force workers to work against their will by means of unfair restraint on their mental or physical freedom.

03 Elimination of Intermediate Exploitation (Article 6)

Unless permitted by the Act, no person shall obtain profit by intervening in the employment of others.

04 Contracts violating the Labor Standards Act (Article 13)

A labor contract which provides for working conditions not meeting the standards of the Labor Standards Act shall be invalid with respect to such portions. In such a case, the invalid portions shall be governed by the standards as specified in said Act.

05 Period of Contract (Article 14)

Labor contracts with a definite period shall not be concluded for a period exceeding three years in principle, with the following exceptions:

① Labor contracts concluded with workers having expert knowledge, skills or experience, and labor contracts concluded with workers aged 60 or older: Maximum of five years ② Labor contracts with a definite period regarding the required completion of certain undertakings (e.g., construction work with a definite period): The necessary period for completion.

06 Clear Indication of Working Conditions (Article 15)

When hiring workers, an employer is required to clearly indicate the following matters concerning working conditions.

[Contents of working conditions that should be clearly indicated]

① Period of the labor contract, ② Standards for renewing labor contracts with a fixed term, ③ Workplace and content of work in which workers are to be engaged, ④ Working hours (starting and finishing times, whether or not workers are expected to do overtime, break times, days off, leave, etc.), ⑤ Wages (amount of wages, method of calculation and payment, closing day for wage calculation and day of payment), ⑥ Matters related to promotions, ⑦ Matters related to retirement (including grounds for dismissal)

[Contents of other working conditions that should be clearly indicated if specified]

⑧ Eligibility for severance pay and methods for its calculation and payment / period of payment, ⑨ Matters concerning bonuses, other extra payments, etc., ⑩ Expenses for food, equipment for work, etc. to be borne by workers, ⑪ Matters concerning safety and hygiene at the workplace, ⑫ Other (vocational training, concerning compensation for industrial accidents, commendation and sanctions, leave from work, the payment of travel expenses, etc.)

Employers are required to indicate the above ① - ⑤ and ⑦ in writing (this can be via fax, email, SNS, etc. according to the worker's preference).

Furthermore, in the event that the employer hires short-term or fixed-term workers, in addition to the above items the employer must also immediately and clearly indicate the following items in writing, etc. (Article 6, Act on Improvement of Personnel Management and Conversion of Employment Status for Part-Time Workers and Fixed-Term Workers)

① Availability of pay rises, ② Availability of retirement allowance, ③ Availability of bonuses, ④ Consultation service relating to the improvement of employment management

- You can download a Notice of Employment for Foreign Workers from the website of the Ministry of Health, Labour and Welfare.

<https://www.mhlw.go.jp/new-info/kobetu/roudou/gyousei/kantoku/index.html>

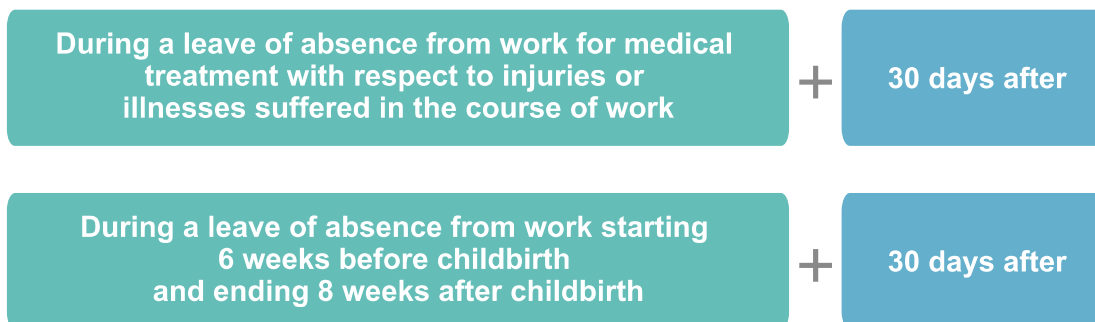
07 Ban on Predetermined Compensation (Article 16)

An employer shall not make a contract which fixes in advance either a sum payable to the employer for breach of contract or an amount of compensation for damages.
(However, this does not prohibit the demand for any damage actually incurred due to a reason attributable to a worker.)

08 Restrictions on the Dismissal of Workers (Article 19)

- 1 An employer shall not dismiss a worker during a leave of absence from work for medical treatment with respect to injuries or illnesses suffered in the course of work, nor within 30 days thereafter.
- 2 Women are entitled under the Labor Standards Act to take a leave of absence from work starting 6 weeks before childbirth (or within 14 weeks in the case of multiple fetuses) and ending 8 weeks after childbirth. In accordance with the said Act, an employer shall not dismiss a woman during this period of absence, nor within 30 days thereafter.

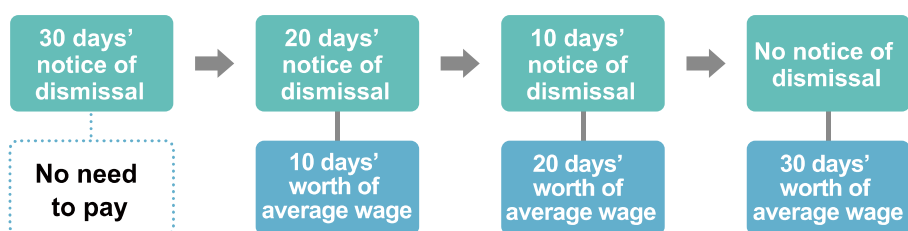
Restrictions on the dismissal of workers: Employers cannot dismiss workers during the following periods



09 Advance Notice of Dismissal (Article 20)

In the event that an employer wishes to dismiss a worker, the employer shall provide at least 30 days' advance notice. An employer who does not give 30 days' advance notice shall pay the average wages for a period of not less than 30 days. This is called an allowance for dismissal without notice in advance. Here, average wages is taken to mean an amount calculated by dividing the total wages from the past 3 months prior to notification of dismissal being given by the total number of days for that period.

Note that the number of days of notice may be reduced in the event the employer pays the average wage for each day by which the period is reduced. For example, the employer may give 20 days' notice by paying the worker a sum equivalent to 10 days' worth of his or her average wage, 10 days' notice by paying the worker a sum equivalent to 20 days' worth of his or her average wage.



10 Certificate on the Occasion of Retirement, etc. (Article 22)

When a worker, upon leaving employment, requests a certificate stating the following matters ① – ⑤., the employer shall deliver one without delay. Furthermore, a worker who has received prior notice of his or her dismissal may request a certificate stating the reason for dismissal. In this case, the employer shall issue said certificate without delay, even if the worker's request is made prior to dismissal. However, the employer shall not include in the certificate any matters that the worker does not request.

① Period of employment, ② Kind of occupation, ③ Position in the enterprise, ④ Wages, and ⑤ Cause of retirement (including the reasons in the event that the cause of retirement is dismissal)

11 Return of Money and Goods (Article 23)

Upon a worker's leaving of employment, if the worker requests the employer to pay unpaid wages or other due amounts, the employer shall do so within 7 days of receiving such a request.

12 Payment of Wages (Article 24)

Wages must be paid ① in currency, ② directly to the workers, ③ in full, ④ at least once a month, and ⑤ on a definite date. Note that the payment of wages via bank transfer to a financial institution account is also permitted.

13 Allowance for Absence from Work (Article 26)

In the event of an absence from work for reasons attributable to the employer, the employer shall pay the worker an allowance for absence from work (60% of the worker's average wage).

14 Principles for Working Hours, Rest Periods and Days Off (Articles 32, 34 and 35)

In principle, an employer shall not have a worker work for more than 40 hours per week or more than eight hours per day. An employer shall provide workers with 45 minutes of rest periods during more than six working hours, and one hour during more than eight working hours. An employer shall provide workers with at least one day off per week or four days off or more during a four-week period.

Note that the above provisions do not apply to the agriculture, livestock or fishery industries.

15 Limitations to the Number of Hours Which Can be Extended under Agreement 36 and the Necessity of Making Employees Aware of These Standards (Article 36)

- 1 In the event that an employer has legally concluded a Labor-Management Agreement relating to Overtime Work and Work on Days Off (hereinafter, "Agreement 36") with the majority of its employees and submitted notification of this to the Labour Standards Inspection Office, the said employer can allow employees to engage in overtime work and work on days off within the scope of the agreement.
- 2 In principle, the number of working hours which can be extended under Agreement 36 is up to 45 hours per month and 360 hours per year (in the case of one-year variable working hours systems in which the period in question is over 3 months, up to 42 hours per month and 320 hours per year).
- 3 As an exception, it is possible to exceed the standards set out in 2 in the event that special circumstances necessitate this on a temporary basis. However, in such situations, employers must abide by the following limits.
 - The number of overtime working hours per year is within 720 hours
 - In a single month, the total number of hours when totaling up overtime and work on days off is less than 100 hours
 - The average number of hours per month when totaling up the number of hours of overtime and work on days off during the period of the preceding 2 months, 3 months, 4 months, 5 months and 6 months is within 80 hours
 - Months in which overtime work exceeds 45 hours in a month is within 6 months



(*) In regard to 3, the construction industry, working involving the driving of automobiles, etc. will be applicable from April 1, 2024 (with some exceptions), while work in the field of research and development of new products etc. is exempt from applicability

- 4 Employers are obliged to make workers aware of the above standards by displaying a copy of an Agreement 36 that meets the above standards in a prominent location in the workplace, etc.

16 Increased Wages for Overtime Work, Work on Days Off and Night Work (Article 37)

In case an employer requires a worker to work overtime, at night (10:00 p.m. to 5:00 a.m.) or on a statutory day off, the employer must pay the worker an increased wage in accordance with the following increase rate:

- Increased wage for overtime work Rate of at least 25%
- Increased wage for night work Rate of at least 25%
- Increased wage for work on a statutory day off Rate of at least 35%

Due to a revision of the Labor Standards Act, the rate of increased wages for work exceeding 60 hours per month is 50%. This will also apply to medium and small enterprises from April 2023.

17 Annual Paid Leave (Article 39, Article 136)

1 An employer shall grant annual paid leave to workers who have been employed continuously for six months calculated from the day of their being hired and who have reported for work on at least 80 percent of the total working days.

- General workers (workers with 5 or more prescribed working days per week or 30 or more prescribed working hours per week)

No. of years of continual employment	0.5	1.5	2.5	3.5	4.5	5.5	6.5 and above
No. of days granted	10	11	12	14	16	18	20

- Workers with fewer than 30 prescribed working hours per week

No. of prescribed working days per week	No. of prescribed working days per year	No. of years of continual employment						
		0.5	1.5	2.5	3.5	4.5	5.5	6.5 and above
4 days	169 - 216 days	7	8	9	10	12	13	15
3 days	121 - 168 days	5	6	6	8	9	10	11
2 days	73 - 120 days	3	4	4	5	6	6	7
1 day	48 - 72 dayss	1	2	2	2	3	3	3

2 In case the granting of annual paid leave in the requested period would interfere with normal operation of the enterprise, the employer shall have the right to change the dates of leave. By entering into a labor-management agreement, employers can introduce a system of planned annual leave for the portion of days exceeding five days of granted annual leave. Likewise, by entering into a labor-management agreement, workers may acquire up to five days of annual paid leave by hours.

3 From April 1, 2019, employers are obliged to grant five days of annual leave within one year to all workers who are granted 10 days or more of annual paid leave.

4 Annual paid leave shall lapse when a period of two years has passed from the time when the right for it arose. An employer shall not treat in any disadvantageous manner a worker who has acquired annual paid leave.

18 Rules of Employment and Restrictions on Sanction Provisions (Article 89, Article 91)

An employer who continuously employs 10 or more workers shall draw up rules of employment (regulations pertaining to working time, wages, disciplinary action, etc.) and shall report the document to the relevant government agency. The employer shall make public the rules of employment to workers by posting the same at an appropriate place or otherwise so that the documents will be accessible by the workers.

In the event the rules of employment provide for a decrease in wages as a form of sanction to a worker, the amount of decrease for a single occasion shall not exceed 50 percent of the daily average wages, and also the total amount of decrease shall not exceed 10 percent of the total wages for a single pay period.

2 Labor Contract Act

01 Dismissal in the Case of Labor Contracts without any Provision for Definite Term (Article 16)

If a dismissal lacks objectively reasonable grounds and is not considered to be appropriate in general societal terms, it is treated as an abuse of rights and is invalid.

02 Dismissal in the Case of Fixed-Term Labor Contracts (Article 17)

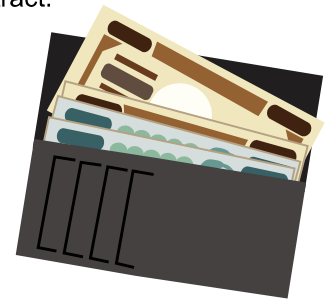
An employer may not dismiss a worker until the expiration of the term of such labor contract, unless there are unavoidable circumstances.

03 Conversion of a Fixed-term Labor Contract to a Labor Contract without a Fixed Term (Article 18)

If a fixed-term labor contract concluded with the same employer is repeatedly renewed over a period exceeding five years, the said contract can be converted to a labor contract without a fixed term upon application by the worker.

04 Non-renewal of Fixed-term Labor Contracts (Article 19)

In principle, fixed-term labor contracts end with the expiration date of the contract term. However, when it is recognized that dismissal can be equated with social norms, or when there is a reasonable reason for expecting the fixed-term employment contract to be renewed, if a worker applies for the conclusion of another fixed-term labor contract after the said contract term expires, and the employer's refusal to accept the said application lacks objectively reasonable grounds and is not found to be appropriate in general societal terms, it is deemed that the employer accepts the said application with the same labor conditions as the contents of the prior fixed-term labor contract.



3 Minimum Wage Act

01 Types of Minimum Wage (Article 9, Article 15)

There are two types of minimum wage as follows:

1 Regional minimum wage

Minimum wage separately prescribed for each prefecture. This applies to all workers at businesses within each prefecture irrespective of industry or job type.

2 Specified minimum wage

Minimum wage prescribed for specific industries. (It is not prescribed for all industries.)

02 Effect of Minimum Wage (Article 4, Article 6)

- 1 Employers shall pay wages of not less than the minimum wage rate to workers.
- 2 Even if a labor contract is entered into between an employer and its employee specifying a commitment to pay a wage of an amount less than the minimum wage, this contract shall be invalid. In such cases, a labor contract providing a wage of the same amount as the minimum wage shall be deemed to have been entered into between both parties.
- 3 In the event both the regional minimum wage and specified minimum wage apply simultaneously, the higher of the two minimum wages shall apply.
- 4 In the case of dispatched workers, the applicable minimum wage at the place of dispatch shall apply.

4 Industrial Safety and Health Act

01 Measures to protect Workers from Danger or Damage to Health

An employer shall take measures provided for by law such as ensuring the functioning of safety devices, wearing of protective equipment, and provision of instructions on adequate work procedures, in order to protect workers from danger or damage to health.

Installing covers, fences, etc. at the openings of places for work at a height, furnishing press/wood working machines with appropriate safety apparatus and checking said machines and apparatus, etc.

02 Safety and Health Education (Article 59)

An employer shall, upon employing new workers, or upon changing the content of work assigned to workers, provide the necessary training for the worker with regard to safety and health at work. Where an employer intends to assign workers to dangerous or harmful jobs prescribed by law, the employer shall provide special training.

03 Restrictions on Engagement (Article 61)

An employer shall not assign workers to jobs that involve handling dangerous and harmful substances designated as dangerous or detrimental by law, with the exception of workers who have appropriate qualifications.

<Works prescribed by law>

- Operation of cranes (with a lifting load of five tons or more)
- Operation of mobile cranes (with a lifting load of one ton or more)
- Slings operation (pertaining to a crane, etc. with a lifting load of one ton or more)
- Operation of cargo handling machines such as a forklift (with a maximum load of one ton or more)
- Gas welding
- Operating vehicle-type construction machines (with a base machinery mass of three tons or more), etc.

04 Medical Examinations (Article 66)

An employer shall, upon employing new workers or for each period of time as provided for by law, arrange for the workers to undergo a medical examination conducted by a physician regarding the items prescribed by law.

- **General medical examination:** A medical examination of workers shall be implemented at the time of employment and on regular occasions (once a year*), etc.

* For workers engaged in night work, etc., at the time of reassignment and once every six months.

- **Special medical examination:** A medical examination regarding special matters of workers engaged in hazardous work* shall be implemented at the time of employment, reassignment and on regular occasions.

* Workers who have been engaged in work for handling asbestos, etc. who are currently employed shall also be subject to this examination.

05 Face-to-Face Guidance (Article 66-8)

Employers must ensure when there is a request from worker with additional working hours exceeding 80 hours per month outside his/her working time of 40 hours per week, to provide with a face-to-face guidance from a doctor to prevent negative health consequences arising from overwork.

06 Stress check (Article 66-10)

The employer shall conduct a stress check on a regular basis (once within a year) at a workplace that uses 50 or more workers. As a result, if there is a request from a worker who is evaluated as highly stressed, the employer has to provide him/her with a face-to-face guidance from a doctor.

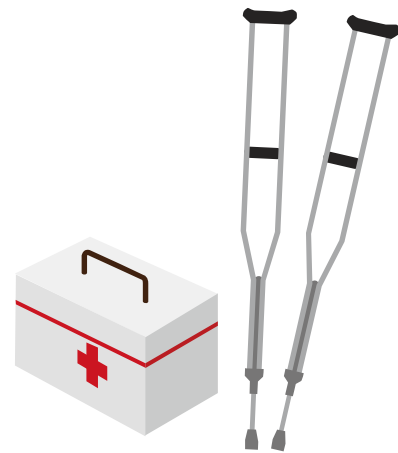
07 Obligations of Workers (Article 26)

Workers shall abide by the necessary matters in accordance with the measures taken by the employer.

5 Industrial Accident Compensation Insurance Act

Under the scheme of compensation insurance for industrial accidents, if a worker is injured or dies as a result of a work injury or commuting injury, the following benefits shall be given based on the request by the injured worker or his/her bereaved family.

In cases where medical treatment is necessary, benefits or expenses for medical treatment shall be paid	▶ Medical treatment (compensation) benefit
In cases where the worker is unable to work due to medical treatment, 80% of the basic daily benefit amount will be paid from the fourth day of medical treatment	▶ Absence from work (compensation) benefit
If, after recovery from injury, the worker is left with any kind of disability, a pension or lump sum shall be paid depending on the degree of disability	▶ Disability (compensation) benefit
If the worker dies, a pension or lump sum in accordance with the number of bereaved family members, etc. shall be paid	▶ Bereaved family (compensation) benefit, etc.



6 Q&A

Q.1 Do labor contracts need to stipulate a period of contract? Also, is it possible to renew a contract at the time of expiration?

ANSWER Labor contracts with a definite period have a maximum limit for the permissible period of contract, but it is also possible to draw up a labor contract that does not contain a period of contract. Furthermore, contracts can also be renewed at the time of expiration with the consent of the employer and worker. If a fixed-term labor contract concluded with the same employer is repeatedly renewed over a period exceeding 5 years, the said contract can be converted to a labor contract without a fixed term upon application by the worker.

▶ See [1](#)(05), [2](#)(03)

Q.2 I am working on a contract with a period of 3 years, but was told by my employer that I will have to pay a 500,000 yen fine if I resign from work before my period of contract expires. Do I really need to pay this fine?

ANSWER No, you do not. Employers are prohibited from levying fines etc. on workers if they resign prior to the expiration of contract.

▶ See [1](#)(07)

Q.3 I was injured in a workplace accident and had been off work for treatment, but was dismissed from work on the grounds that the company could no longer afford to keep me on. Can I be dismissed under such circumstances?

ANSWER No, you cannot. Employers cannot dismiss workers while they are off work for treatment due to an injury sustained in the course of work. However, this restriction on dismissal does not apply in the event that continuance of the enterprise has been made impossible by a natural disaster or other unavoidable reason.

▶ See [1](#)(08)

Q.4 I heard that employers are prohibited from dismissing a worker during a period of absence from work for medical treatment for work-related injuries or illnesses, or a woman during a period of absence from work before and after childbirth, nor within 30 days after. In what kinds of cases does this apply?

ANSWER Dismissing employees for the following kinds of reasons is prohibited by law.

- ① Dismissal on the grounds of an employee's nationality, creed or social status
- ② Dismissal on the grounds that an employee has lodged a complaint with the Labour Standards Inspection Office, or has sought assistance from the Labour Standards Inspection Office in resolving an individual labor-related conflict

- ③ Dismissal on the grounds that an employee is the member of a labor union or has engaged in legitimate labor union activities
- ④ Dismissal on the grounds that an employee is female, or that a female employee has got married, become pregnant or given birth, or has taken a period of absence from work before and after childbirth
- ⑤ Dismissal on the grounds that an employee has applied to take childcare leave or family care leave, or has taken childcare leave or family care leave

▶ See [1](#) (08)

Q.5 Can I receive unpaid wages when leaving my job?

ANSWER When you leave your job, you are entitled to receive unpaid wages within 7 days of request for payment, even if this is before the set pay day.

▶ See [1](#) (11)

Q.6 I was told by my employer that the company does not have any work on at the moment so the factory will be closed for a week. Am I able to receive compensation for my wages?

ANSWER In the event of an absence from work for reasons attributable to the employer, the employer is obliged to pay the worker an allowance for absence from work, amounting to around 60% of the worker's expected wage.

▶ See [1](#) (13)

Q.7 I usually work 8 hours a day, but during busy periods I sometimes have to work over 13 hours a day, in some cases working past 10 at night. In such cases, I am only paid my regular hourly wage of 1,200 yen. Is this correct?

ANSWER An employer is required to pay an increased wage for overtime work for hours exceeding 8 hours a day, amounting to 125% of the worker's regular wage. So, if your regular wage is 1,200 yen per hour, you should be paid at least 1,500 yen for each hour of overtime work you do. Furthermore, an employer is also required to pay an increased wage for night work, which is 25% of the worker's regular wage. So, when combined with the increased wage for overtime work, the employer is obliged to pay 150% of the worker's regular wage, in this case at least 1,800 yen an hour.

▶ See [1](#) (16)

Q.8

I informed my company that I intended to take annual paid leave, in this case 3 days in a row. However, my employer told me that they cannot grant annual paid leave because the company is chronically understaffed. Is there anything wrong with this?

ANSWER In principle, employers are required to grant annual paid leave for the “time of year requested by the worker.” Workers are to be granted their specified specific dates as annual leave, and are in principle free to choose whether to take annual leave in installments or as a period of consecutive days. On the other hand, while the employer has the right to change the dates of annual leave if granting the employee annual leave during his or her requested dates “would interfere with normal operation of the enterprise,” “chronic understaffing” is not a permitted reason for exercising this right to change the dates of annual leave.

▶ See [1](#) (17)

Q.9

A senior colleague at the factory where I work told me to operate a forklift. I do not have any particular qualifications for operating such machinery, so is it okay for me to do so?

ANSWER In the case of forklifts operated within the factory, employers can only let workers who have completed special training operate forklifts with a maximum load of less than one ton. For forklifts with a maximum load of one ton or more, employees are required to have completed a skill training course for the operation of forklifts.

▶ See [4](#) (03)

Q.10

I was injured on the job and am unable to work. My company is paying for my medical treatment, but will not compensate me for my wages while I am off work.

ANSWER Compensation insurance for industrial accidents applies to all workers irrespective of nationality. Under the compensation insurance for industrial accidents scheme, you are eligible to receive an absence from work (compensation) benefit from the fourth day of absence from work in the event that you are injured or fall sick at work or on the way to work and cannot work and receive wages due to medical treatment. Please consult with the Labour Standards Inspection Office as soon as possible.

▶ See [5](#)

7 Consultation Services

Introducing a counseling line for foreign employees

The Japanese Ministry of Health, Labour and Welfare has established a "Consultation Line for Foreign Employees" to answer questions from foreign employees in the following 13 languages other than English and Chinese. This helpline will assist in explaining laws and regulations as well as making referrals to relevant agencies, etc. on issues related to working conditions.

Calls to "Consultation Line for Foreign Employees" will be charged at 8.5 yen/180 seconds if calling by landline (tax included), 10 yen/20 seconds if calling by mobile phone (tax included).

Language	Working day	Working time	Phone number
English	Mon. to Fri.	From 10am to 3pm (Lunch break from 12am to 1pm)	0570-001-701
Chinese			0570-001-702
Portuguese			0570-001-703
Spanish			0570-001-704
Tagalog			0570-001-705
Vietnamese			0570-001-706
Burmese	Mon.		0570-001-707
Nepali	Mon. to Thu.		0570-001-708
Korean	Thu., Fri.		0570-001-709
Thai	Wednesday		0570-001-712
Indonesian			0570-001-715
Cambodian (Khmer)			0570-001-716
Mongolian	Friday		0570-001-718

Introducing hotline to advise on working conditions

"Working conditions hotline" is a project commissioned by the Japanese Ministry of Health, Labour and Welfare. This is a free line that allows you to make free calls from anywhere in Japan in any form: landline, mobile phone or public phone. In addition to Japanese, English and Chinese, this hotline also offers consultation in 14 languages as below. If you want to receive advice outside of working hours or on holidays from your local Department of Labor or Labor Standards Supervision Department, you can call this line for advice, explanation of law, regulations, as well as referrals to relevant authorities, etc. on issues related to working conditions.

Language	Working day	Working time	Phone number	
Japanese	Mon. to Sun. (every day)	○ Weekday (Mon. to Fri.) From 5 pm to 10 pm	0120-811-610	
English			0120-531-401	
Chinese			0120-531-402	
Portuguese	Mon. to Sat.		0120-531-403	
Spanish	Thu., Fri., Sat.		0120-531-404	
Tagalog	Tue., Wed., Sat.		0120-531-405	
Vietnamese	Tue., Wed., Fri. to Sun.		0120-531-406	
Burmese	Wed., Sun.		○ Sat., Sun. public holidays From 9 am to 9 pm	0120-531-407
Nepali				0120-531-408
Korean	Thu., Sun.			0120-613-801
Thai				0120-613-802
Indonesian				0120-613-803
Cambodian (Khmer)	Mon., Sat.			0120-613-804
Mongolian				0120-613-805

