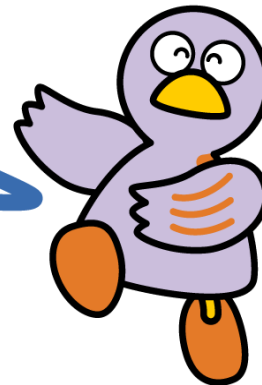


## Chapter 9

### Employment and Labor Conditions



Saitama's Prefectural Mascot  
Kobaton

- 1 Eligibility to Work
- 2 Finding a Job
- 3 Work-related Problems

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#### 1 Eligibility to Work

Foreign residents can only work in Japan if it is permitted by their status of residence. There are restrictions on the type of work you can engage in depending on your status of residence (with the exception of Permanent Resident, Spouse or Child of a Japanese National, Spouse or Child of a Permanent Resident, and Long-Term Resident). You cannot work in Japan if your status of residence is one of the following: Cultural Activities, Temporary Visitor, Student, Training, Dependent, or Designated Activities (though terms differ depending on the particular designation).

If you have a status of residence such as Student or Dependent and wish to engage in work (including part-time jobs), you must first apply for “Permission to Engage in an Activity Other Than That Permitted by the Status of Residence Previously Granted” at your local immigration office.



## Consultations and Inquiries

| Name  | Phone   | Access  | Reception Hours  | Language |
|---|---|---|--|----------|
| Tokyo Regional Immigration Services Bureau                        | 0570-034259<br>(IP, if calling from overseas: 03-5796-7234) | 5-5-30 Konan, Minato-ku, Tokyo<br><br>From the Konan Exit at JR Shinagawa Station, take the Toei Bus and then get off at the "Tokyo Nyukoku-zairyuu-Kanrikyoku mae" bus stop.               | 9:00 - 16:00<br>Mon - Fri<br>(Excluding National Holidays and the New Year's holiday period) | Japanese |
| Saitama Branch Office, Tokyo Regional Immigration Services Bureau | 048-851-9671  | 1F Saitama Second Legal Affairs Joint Government Building<br>5-12-1 Shimo-ochiai, Chuo-ku, Saitama-shi, Saitama Prefecture<br><br>8-minute walk from Yono Honmachi Station (JR Saikyo Line) | 9:00 - 16:00<br>Mon - Fri<br>(Excluding National Holidays and the New Year's holiday period) | Japanese |

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## 2 Finding a Job

### (1) Public Employment Security Offices (Hello Work)

Public Employment Security Offices (Hello Work) provide many services for foreign residents whose status of residence permits them to work. Hello Work provides job consultations, occupational placements, unemployment insurance benefits, and introductions to public training courses. To apply for employment, please go to your nearest Public Employment Security Office (Hello Work).

### (2) The Employment Insurance System

Employment Insurance provides unemployment benefits. The purpose is to provide stability to workers and encourage them to find another job. (Certain requirements must be met to receive benefits.)



## Consultations and Inquiries

### Public Employment Security Offices (Hello Work)

| Office   | Phone        | Employment Service Corner<br>for Foreign Residents<br>(Excluding National Holidays and the<br>New Year's holiday period)  | Address   |
|--|--------------|---|---|
| Urawa Public Employment Security Office                            | 048-832-2461 | <b>Fri:</b> English, Spanish, Portuguese  | 5-8-40 Tokiwa, Urawa-ku, Saitama-shi                                  |
| Omiya Public Employment Security Office                            | 048-667-8609 | <b>Wed:</b> Chinese<br><b>Fri:</b> English, Portuguese  | 1-525 Onari-machi, Omiya-ku, Saitama-shi                              |
| Kawaguchi Public Employment Security Office                        | 048-251-2901 | <b>Mon:</b> English, Spanish<br><b>Tue:</b> English, Chinese, Spanish<br><b>Wed:</b> Spanish, Portuguese, Chinese<br><b>Thurs:</b> Vietnamese<br><b>Fri:</b> English, Spanish, Portuguese | 3-2-7 Aoki, Kawaguchi-shi   |
| Kumagaya Public Employment Security Office                         | 048-522-5656 | <b>Tue, Thurs:</b> English, Spanish, Portuguese   | 5-6-2 Hakoda, Kumagaya-shi  |
| Kumagaya Public Employment Security Office, Honjo Branch           | 0495-22-2448 | <b>Mon, Wed, Fri:</b> Spanish, Portuguese   | 2-5-1 Chuo, Honjo-shi   |
| Kawagoe Public Employment Security Office                          | 049-242-0197 | <b>Mon:</b> Spanish, Portuguese<br><b>Thurs:</b> English, Spanish, Portuguese   | 1F Kawagoe Goudo Chosha<br>1-19-8 Toyodahon, Kawagoe-shi              |
| Kawagoe Public Employment Security Office, Higashimatsuyama Branch | 0493-22-0240 |   | 1088-4 Kaminomoto, Higashimatsuyama-shi                               |
| Tokorozawa Public Employment Security Office                       | 04-2992-8609 |   | 1・2F Tokorozawa Goudo Chosha, 6-1-3 Namiki, Tokorozawa-shi            |
| Tokorozawa Public Employment Security Office, Hanno Branch         | 042-974-2345 |   | 1F Hanno Goudo Chosha, 94-15 Namiyanagi, Hanno-shi                    |
| Chichibu Public Employment Security Office                         | 0494-22-3215 |   | 1002-1 Shimo-Kagemori, Chichibu-shi                                   |
| Kasukabe Public Employment Security Office                         | 048-615-9225 | <b>Mon:</b> English, Portuguese<br><b>Thurs:</b> Spanish  | 3F Kasukabe Labor Sougo Chosa<br>1-20-30 Kasukabehigashi Kasukabe-shi |
| Gyoda Public Employment Security Office                            | 048-556-3151 |   | 943 Nagano, Gyoda-shi   |
| Soka Public Employment Security Office                             | 048-931-6111 | <b>Wed:</b> English, Portuguese<br><b>Thurs:</b> Chinese<br><b>Fri:</b> English, Portuguese   | 4-10-7 Benten, Soka-shi   |
| Asaka Public Employment Security Office                            | 048-463-2233 | <b>Fri:</b> English   | 1-1-37 Honcho, Asaka-shi  |
| Koshigaya Public Employment Security Office                        | 048-969-8609 | <b>Tue:</b> English, Portuguese   | 1-5-6 Higashi-Koshigaya, Koshigaya-shi                                |



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| Office  | Eligibility   | Phone        | Address   | Language                                    | Reception Hours<br>(Excluding National Holidays and the New Year's holiday period)   |
|---|---|--------------|---|---|--|
| Tokyo Employment Service Center for Foreigners<br><br><a href="https://jsite.mhlw.go.jp/tokyo-foreigner/">https://jsite.mhlw.go.jp/tokyo-foreigner/</a>   | For persons with a work permit for specialized / technical fields (including persons whose status of residence is "Engineer/Specialist in Humanities/ International Services" or "Skilled Labor", etc.) or foreign students who wish to work in Japan | 03-5361-8722 | 13F Yotsuya Tower, Komore Yotsuya, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo              | Japanese<br>English<br>Chinese<br>Ukrainian | Mon - Fri<br>9:00 - 17:00<br>(Ukrainian is available only on Wednesdays and Fridays) |
| Shinjuku Foreigners' Employment Assistance and Guidance Center<br><br><a href="https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gais_en.html">https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gais_en.html</a> | For persons with a status of residence that has no restrictions on employment, such as permanent residents and spouses or children of Japanese nationals, and foreign students who wish to work part-time in Japan                                    | 03-3204-8609 | 1F Hello Work Shinjuku (Kabuki-cho Chosha) 2-42-10 Kabuki-cho, Shinjuku-ku, Tokyo | Japanese<br>English<br>Chinese              | Mon - Fri<br>8:30 - 17:15  |

### **(3) Beware of Crime Disguised as Part-time Jobs**

Be very careful if you are offered a short-term or side job where you “just withdraw money from a bank” or “just receive packages” via social media, online, or through an acquaintance, as you may be in danger of being complicit in criminal acts.

These jobs can be dangerous and cause you to become connected to criminal activities by playing a role in:

- withdrawing money in fraudulent transactions, where someone else's internet banking details are illegally accessed and money is transferred to a prearranged account.
- receiving goods in fraudulent shipping activities, where someone else's ID and password are used to illegally obtain goods over the internet.

Remain alert and do not get involved in such activities.

The following actions are also considered crimes under Japanese law. Do not engage in these activities under any circumstances:

## A Guide to Living in Saitama

- Allowing another person access to a bank account (passbook or ATM card) registered in your name.
- Giving someone a mobile phone contracted in your name on which calls can be made.

### **(4) Information about Employment**

WORK IN SAITAMA, a portal site for the promotion of foreign human resources, has information about companies looking to employ foreign workers. It also has a list of consultation centers and their information for foreign residents working in Saitama Prefecture.

Website: <https://www.pref.saitama.lg.jp/workinsaitama/index.html>



**3 Work-related Problems**

**Telephone Consultation Service for Foreign Workers**

This service provides consultations in foreign languages over the phone for topics such as working conditions (it connects to the Foreign Worker Consultation Corner). Calls to the Consultation Hotline for Foreign Workers will be charged at rate of 8.5 yen (tax inclusive) /180 seconds for landline phones, and 10 yen (tax inclusive) /20 seconds for mobile phones. The cost will be charged to the caller.

Please be aware there may be temporary changes to days and hours of operation.

| Language             | Phone        | Days of Operation | Opening Hours                                      |
|----------------------|--------------|-------------------|--|
| English              | 0570-001-701 | Monday - Friday   | 10:00 - 15:00<br>(closed between<br>12:00 - 13:00) |
| Chinese              | 0570-001-702 |                   |  |
| Portuguese           | 0570-001-703 |                   |  |
| Spanish              | 0570-001-704 |                   |  |
| Tagalog              | 0570-001-705 |                   |  |
| Vietnamese           | 0570-001-706 |                   |  |
| Burmese              | 0570-001-707 | Monday            |  |
| Nepali               | 0570-001-708 | Monday - Thursday |  |
| Korean               | 0570-001-709 | Thursday, Friday  |  |
| Thai                 | 0570-001-712 | Wednesday         |  |
| Indonesian           | 0570-001-715 |                   |  |
| Cambodian<br>(Khmer) | 0570-001-716 |                   |  |
| Mongolian            | 0570-001-718 | Friday            |  |

\*Closed during the New Year's holiday period (December 29 - January 3).

**(1) Labor Standards Inspection Offices**

Labor Standards Inspection Offices are national institutions that provide supervision and guidance to ensure that workplaces are meeting the working conditions established by the Labor Standards Act (e.g. wages, working hours) and the Industrial Safety and Health Act. Labor Standards Inspections Offices also provide workers compensation should an incident, such as injury, occur on the job.

▪ **Workers Compensation**

In cases where a worker suffers an injury, illness, disability or death due to work or while commuting to and from work, insurance payments are provided in accordance with the Industrial Accident Compensation Insurance Act, including compensation for medical expenses, time spent away from work, disability, and survivor benefits.



**Consultations and Inquiries**

**Labor Bureau**

| Office  | Phone                        | Foreign Language Consultations   | Address   |
|---|------------------------------|--|---|
| Foreign Workers Advisory Corner   | 048-600-6204<br>(Japanese)   | Mon - Fri<br>(Excluding National Holidays and the New Year's holiday period)<br><br>9:00~12:00,<br>13:00~16:30 | 15F Land Axis Tower,<br>11-2 Shintoshin,<br>Chuo-ku,<br>Saitama-shi |
| Inspection Division,<br>Saitama Labor Standards Department,<br>Saitama Labor Bureau | 048-816-3596<br>(English)    |  |   |
|   | 048-816-3597<br>(Chinese)    |  |   |
|   | 048-816-3598<br>(Vietnamese) |  |   |

**Labor Standards Inspection Offices**

| Office                                       | Phone        | Address  | Reception Hours  |
|--|--------------|--|--|
| Saitama Labor Standards Inspection Office    | 048-600-4801 | 14F Land Axis Tower,<br>11-2 Shintoshin, Chuo-ku,<br>Saitama-shi         | Mon - Fri<br>(Excluding National Holidays and the New Year's holiday period)<br><br>8:30 - 17:15 |
| Kawaguchi Labor Standards Inspection Office  | 048-252-3773 | 2-10-2 Kawaguchi,<br>Kawaguchi-shi                                       |  |
| Kumagaya Labor Standards Inspection Office   | 048-533-3611 | 5-95 Beppu, Kumagaya-shi   |  |
| Kawagoe Labor Standards Inspection Office    | 049-242-0891 | 2F Kawagoe Godo Chosha,<br>1-19-8 Toyodahon,<br>Kawagoe-shi              |  |
| Kasukabe Labor Standards Inspection Office   | 048-615-9171 | 2F Kasukabe Labor Sougo Chosa<br>1-20-30 Kasukabehigashi<br>Kasukabe-shi |  |
| Tokorozawa Labor Standards Inspection Office | 04-2995-2555 | 3F Tokorozawa Godo Chosha, 6-1-3 Namiki,<br>Tokorozawa-shi               |  |
| Gyoda Labor Standards Inspection Office      | 048-556-4195 | 2-6-14 Sakura-cho,<br>Gyoda-shi  |  |

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| Office                                     | Phone        | Address                              | Reception Hours |
|--|--------------|--------------------------------------|-----------------|
| Chichibu Labor Standards Inspection Office | 0494-22-3725 | 23-24 Kamimiyaji-machi, Chichibu-shi |                 |

### (2) General Employment Consultation Corner

The Saitama Labor Bureau has General Employment Consultation Corners in 9 locations throughout the prefecture, including their Employment Environment and Equal Employment Department. Please make use of these consultation corners if you are experiencing problems at work, including dismissal, lowered wages, or harassment.



### Consultations and Inquiries

#### Employment Consultation Corners

| Office  | Phone        | Address  | Reception Hours<br>(Except National Holidays and during the New Year's holiday period) |
|---|--------------|--|--|
| Saitama Labor Bureau General Employment Consultation Corner | 048-600-6262 | 16F Land Axis Tower<br>11-2 Shintoshin, Chuo-ku,<br>Saitama-shi  | Mon - Fri<br>9:00 - 17:00  |
| Saitama City General Employment Consultation Corner         | 048-614-9977 | 14F Land Axis Tower,<br>11-2 Shintoshin, Chuo-ku,<br>Saitama-shi<br>(Within the Saitama Labor Standards Inspection Office)           | Mon - Fri<br>9:00 - 16:30  |
| Kawaguchi General Employment Consultation Corner            | 048-498-6648 | 2-10-2 Kawaguchi, Kawaguchi-shi<br>(Within the Kawaguchi Labor Standards Inspection Office)  |  |
| Kumagaya General Employment Consultation Corner             | 048-511-7010 | 5-95 Ooaza-Beppu, Kumagaya-shi<br>(Within the Kumagaya Labor Standards Inspection Office)  |  |
| Kawagoe General Employment Consultation Corner              | 049-210-9334 | Kawagoe Chiho Godo Chosha,<br>1-19-8 Toyodahon, Kawagoe-shi<br>(Within the Kawagoe Labor Standards Inspection Office)                |  |
| Kasukabe General Employment Consultation Corner             | 048-615-9158 | 2F Kasukabe Labor Sougo Chosha<br>1-20-30 Kasukabehigashi<br>Kasukabe-shi<br>(Within the Kasukabe Labor Standards Inspection Office) |  |
| Tokorozawa General Employment Consultation Corner           | 04-2003-6967 | Tokorozaka Chihou Godo Chosha,<br>6-1-3 Namiki, Tokorozawa-shi<br>(Within the Tokorozawa Labor Standards Inspection Office)          |  |

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| Office  | Phone        | Address  | Reception Hours<br>(Except National Holidays and during the New Year's holiday period) |
|---|--------------|--|--|
| Gyoda General Employment Consultation Corner    | 048-556-4195 | 2-6-14 Sakura-cho, Gyoda-shi<br>(Within the Gyoda Labor Standards Inspection Office)               |  |
| Chichibu General Employment Consultation Corner | 0494-22-3725 | 23-24 Kamimiyaji-machi,<br>Chichibu-shi<br>(Within the Chichibu Labor Standards Inspection Office) |  |

(3) Other Contacts



Consultations and Inquiries

| Office   | Phone   | Address   | Language   | Reception Hours<br>(Except National Holidays<br>and during the New Year's<br>holiday period)   |
|--|---|---|--|--|
| Saitama Prefectural<br>Labor Consultation<br>Center<br><a href="https://www.pref.saitama.lg.jp/a0816/rodo/rodosodan/index.html?from=rodo">https://www.pref.saitama.lg.jp/a0816/rodo/rodosodan/index.html?from=rodo</a> | 048-830-4522  | 1F Saitama<br>Prefectural Office<br>Bldg. No.2,<br>3-15-1 Takasago<br>Urawa-ku,<br>Saitama-shi  | Japanese   | Labor consultations<br>over the phone<br>(Mon - Fri)<br>9:00 - 16:30<br><br>Labor consultations in<br>person (Mon - Fri)<br>9:00 - 16:00                 |
| Saitama Prefectural<br>Labor Relations<br>Commission<br><br><a href="https://www.pref.saitama.lg.jp/shigoto/rodo/rodo/index.html">https://www.pref.saitama.lg.jp/shigoto/rodo/rodo/index.html</a>                      | 048-830-6452<br>048-830-6465<br><br>*Mediation:<br>(Assistance<br>from experts in<br>resolving<br>problems<br>between you<br>and your<br>company) | 4F Saitama<br>Prefectural Office<br>Bldg. No.3,<br>3-15-1 Takasago<br>Urawa-ku,<br>Saitama-shi  | Japanese   | Mon - Fri<br>8:30 - 17:15  |
| General Labor<br>Consultation Center,<br>Saitama Labor and<br>Social Security<br>Attorney's<br>Association<br><br><a href="https://www.saitamakai.or.jp/">https://www.saitamakai.or.jp/</a>                            | 048-826-4860  | 7F Asahi Seimei<br>Urawa Bldg.,<br>1-1-1 Takasago,<br>Urawa-ku,<br>Saitama-shi  | Japanese   | Wednesday<br>(Appointment<br>Required)<br><br>10:00 - 16:00<br>(In-person<br>Consultations)  |
| Saitama Information<br>& Support (SIS)<br><br><a href="https://sia1.jp/foreign/advice/">https://sia1.jp/foreign/advice/</a>  | 048-833-3296  | 3F Saitama Urawa<br>Godo Chosha<br>5-6-5 Kita-Urawa,<br>Urawa-ku,<br>Saitama-shi<br><br>(Located within the<br>Saitama<br>International<br>Association) | English,<br>Chinese,<br>Spanish,<br>Portuguese,<br>Korean,<br>Tagalog,<br>Thai,<br>Vietnamese,<br>Indonesian,<br>Nepali,<br>Russian,<br>Ukrainian,<br>Easy<br>Japanese | Mon - Fri:<br>9:00 - 16:00<br><br>*In-person<br>consultations regarding<br>immigration, labor,<br>legal affairs, and<br>welfare require<br>appointments. |