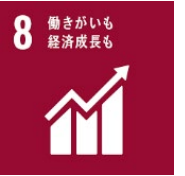




Japan Platform for Migrant Workers
towards Responsible and Inclusive Society



“Fair and Ethical Recruitment Initiative for Migrant Workers from Vietnam to Japan” (VJ-FERI)

Guideline and Workflow (ver.2)



History of Amendment :

- Drafted Workflow (ver. 2.0) April 5, 2025



I. Outline of FERI Guideline

II. Outline of SOPs of VJ-FERI

III. Workflow of VJ-FERI ver.2

1. Preparation Stage
2. Recruitment/Pre-Departure Stage
3. Employment Stage

IV. AOB



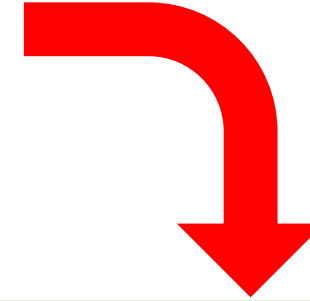
1. Outline of FERI Guideline ver. July 31, 2024



FERI Guideline –consisting of 6 Chapters



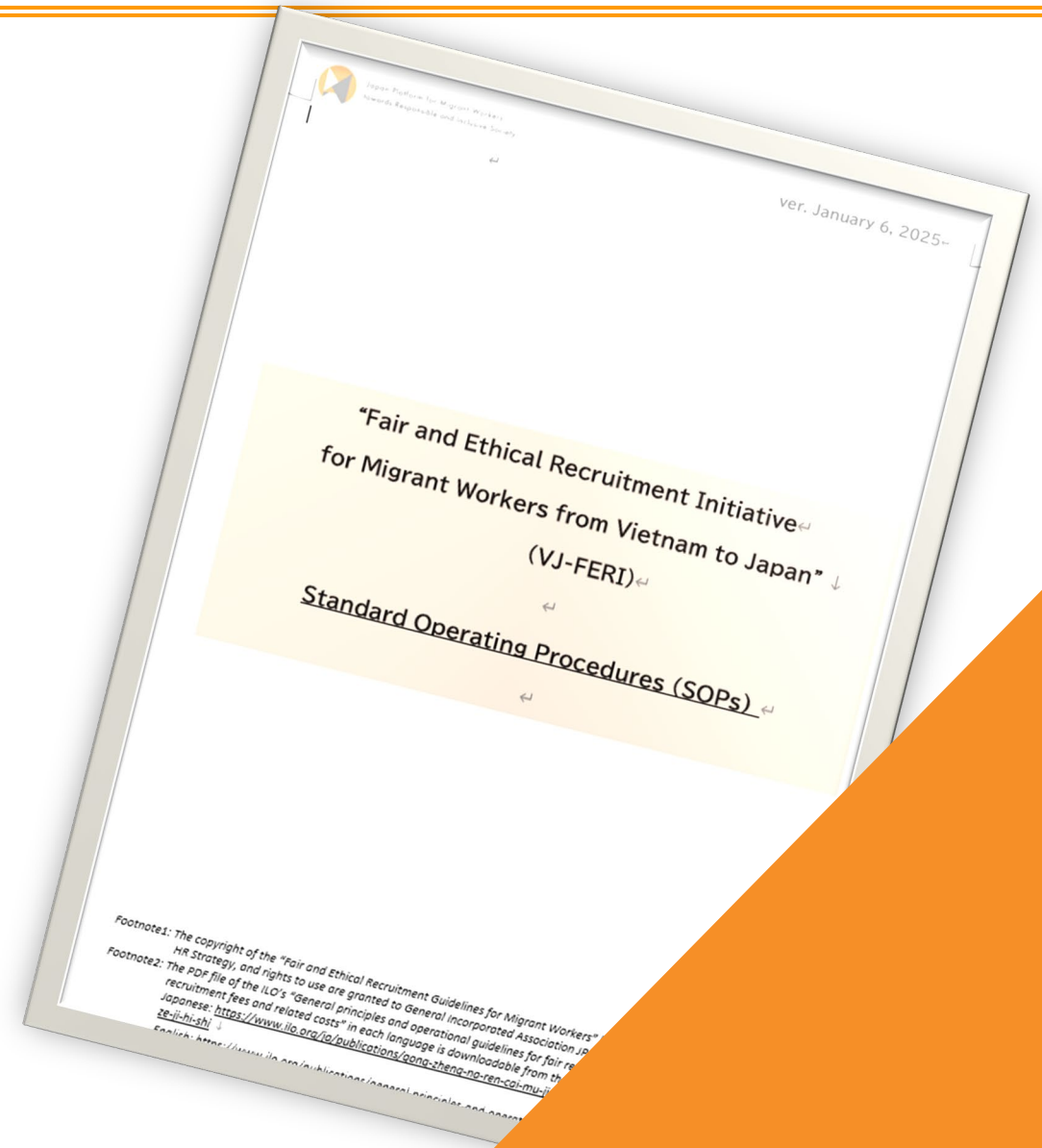
1. General Provisions
2. Guidelines for Country of Origin's Recruitment Agencies
3. Guidelines for Host Country's Recruitment Agencies
4. Guidelines for Employers
5. Guidelines for Migrant Workers
6. Recruitment Guidelines



- | | |
|----------------------------------------------------------------|---------------------------------------------------------------------------------|
| 2.1 Responsibility | 2.19 Prohibition of Restriction of Rights of Migrant Workers |
| 2.2 Functions | 2.20 Measures to Maximize the Competencies of Migrant Workers |
| 2.3 Means for Recruitment | 2.21 Implementation of Pre-Departure Orientation |
| 2.4 Provision of Information at the Time of Recruitment | 2.22 Support for Smooth International Migration |
| 2.5 Recruitment Routes | 2.23 Monitoring after Moving to Host Country |
| 2.6 Prohibitions in Recruitment | 2.24 Protection after Moving to Host Country |
| 2.7 Conclusion of Contract | 2.25 Prohibition of Participation in Forced Return |
| 2.8 Vocational Training | 2.26 Smooth Social Reintegration after Returning Home |
| 2.9 Language Training | 2.27 Prevention of Forced Labor, Human Trafficking, and Human Rights Violations |
| 2.10 Residential Environment | 2.28 Substantial Compliance with the Guidelines |
| 2.11 Provision of Meals | 2.29 Prohibition of Acts Involving Third Parties |
| 2.12 Loan Arrangement | 2.30 Provision of Information |
| 2.13 Setting of Compensation for Services | 2.31 Compliance with Laws and Regulations |
| 2.14 Selection of Host Country's Recruitment Agencies | 2.32 Disclosure of Information |
| 2.15 Fair Business Activities | 2.33 Handling of Semi-FERI-Confirmed Job-Orders |
| 2.16 Provision of Benefits | |
| 2.17 Provision of Job Information to Migrant Workers | |
| 2.18 Respect for Migrant Workers' Freedom to Choose Occupation | |



2. Outline of SOPs of VJ-FERI ver. January 6. 2025





Chapter 1 General Statements

1. Purpose
2. Guidelines to conform
3. Certification of suitability per job-order
4. Roles of the two parties
5. Roles of JICA and ILO
6. Roles of VAMAS
7. Roles of JP-MIRAI
8. VJ-FERI Stakeholder Meeting
9. FERI Steering Committee in Japan

Chapter 2 Registration and Training for Participating Companies and Organizations

10. Participation procedure for recruitment agencies in Vietnam
11. Participation procedures for recruitment agencies in Japan and employers
12. Agreement between the Recruiting Agencies in Vietnam and Japan

Chapter 3 Recruitment Process and Protection

13. Preparation and certification of job-orders
14. Recruitment in Vietnam
15. Monitoring and support before traveling to Japan

Chapter 4 Monitoring and Response after Arrival in Japan

16. Monitoring after arriving in Japan
17. Grievance adjustment
18. Corrective guidance and expulsion
19. Whistleblowing
20. Expulsion

Chapter 5 Others

21. Award system
22. VJ-FERI registration/management fee
23. Revision of the VJ-FERI SOPs


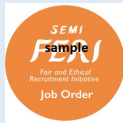


- Promoting the human rights of migrant workers and maximization of their competencies and opportunities
- Recruitment which is fully complied with applicable law and FERI guideline
- Provision of accurate information to workers through all the process of recruitment
- No involvement of any third parties other than RA in CoO themselves (including, but not limited to, brokers)
- Understandable and accurate contract based on full consensus
- No fee and no cost to migrant workers for proper trainings/resident/meals
- Prohibition of the entertainment or money to RA/Employer in Hosting country
- Endeavor for respect/support/protection for migrant workers' safe migration
- 役割認識

Highlights of SOPs of VJ-FERI

Table 1 The Ratio of the Recruitment Fees and Related Costs to be borne by each employer in ILO Standards

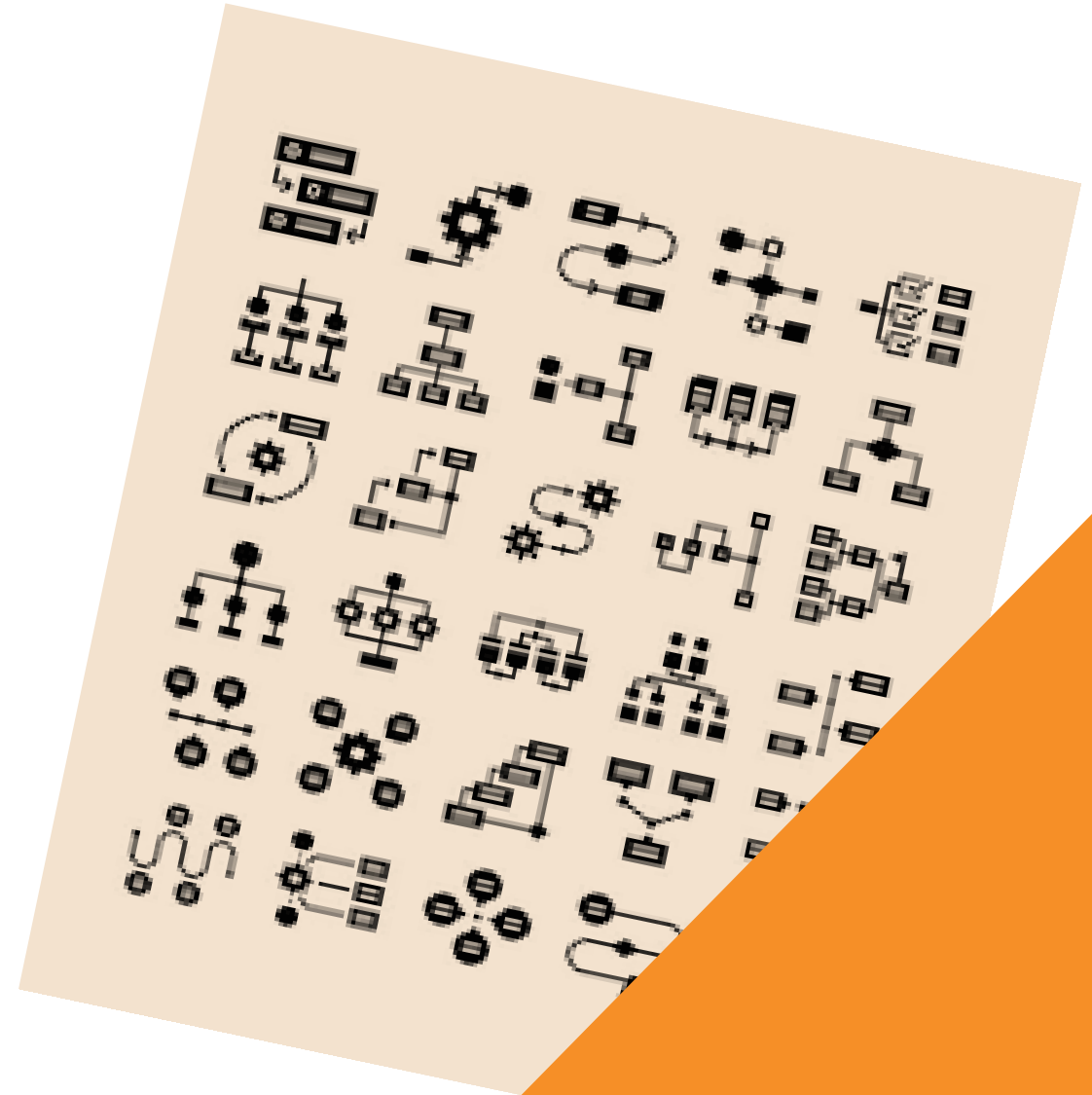


Recruitment fees & Related Costs to be borne by each Employer (ILO)		FERI Certified Job-Order: Items to Be Borne by Each Employer	 Semi-FERI-Confirmed Job-Order: Items to Be Borne by Each Employer	 Applicable Provision of FERI Guidelines
A. Recruitment Fees		100% borne by the Employer	★Partially can be borne by migrant workers (Compensation for the services by the Recruitment Agency in Vietnam to each migrant worker, host country’s recruitment agency, or employer, in compliance with the maximum amount stipulated by law as the compensation for sending services)	2.13c
B. Related Costs				
	i. Medical Costs	100% borne by the Employer	100% borne by the Employer	
	ii. Insurance Costs	100% borne by the Employer	100% borne by the Employer	
	iii. Costs for Skills and Qualification Tests	100% borne by the Employer	100% borne by the Employer	
	iv. Costs for Training and Orientation	100% borne by the Employer	★Partially can be borne by migrant workers (Costs for vocational training and language training, including the cost of training materials)	2.8b 2.9b
	v. Equipment Costs	100% borne by the Employer	100% borne by the Employer	
	vi. Travel and Lodging Costs	100% borne by the Employer (“Costs for Domestic transportation within the country of origin” may be excluded.)	★Partially can be borne by the migrant workers (Costs for residence while migrant workers prepare to move to the host country)	2.10b
			★Partially can be borne by the migrant worker (Costs for meals while migrant workers prepare to move to the host country)	2.11b
★Partially borne by migrant workers (“Costs for domestic transportation within the country of origin”)			4.8b	
All Other Costs not Specifically Stated		100% borne by the Employer	100% borne by the Employer	

Note: In the case of recruitment through a "Semi-FERI-Confirmed job-order", migrant workers may be required to cover only those items indicated with "★ Partially born by migrant workers", up to a total amount not exceeding 50% out of the total amount of above items with ★, and the amount to be borne by migrant workers shall be stated in the Job-order.



3. Workflow of VJ-FERI ver.2

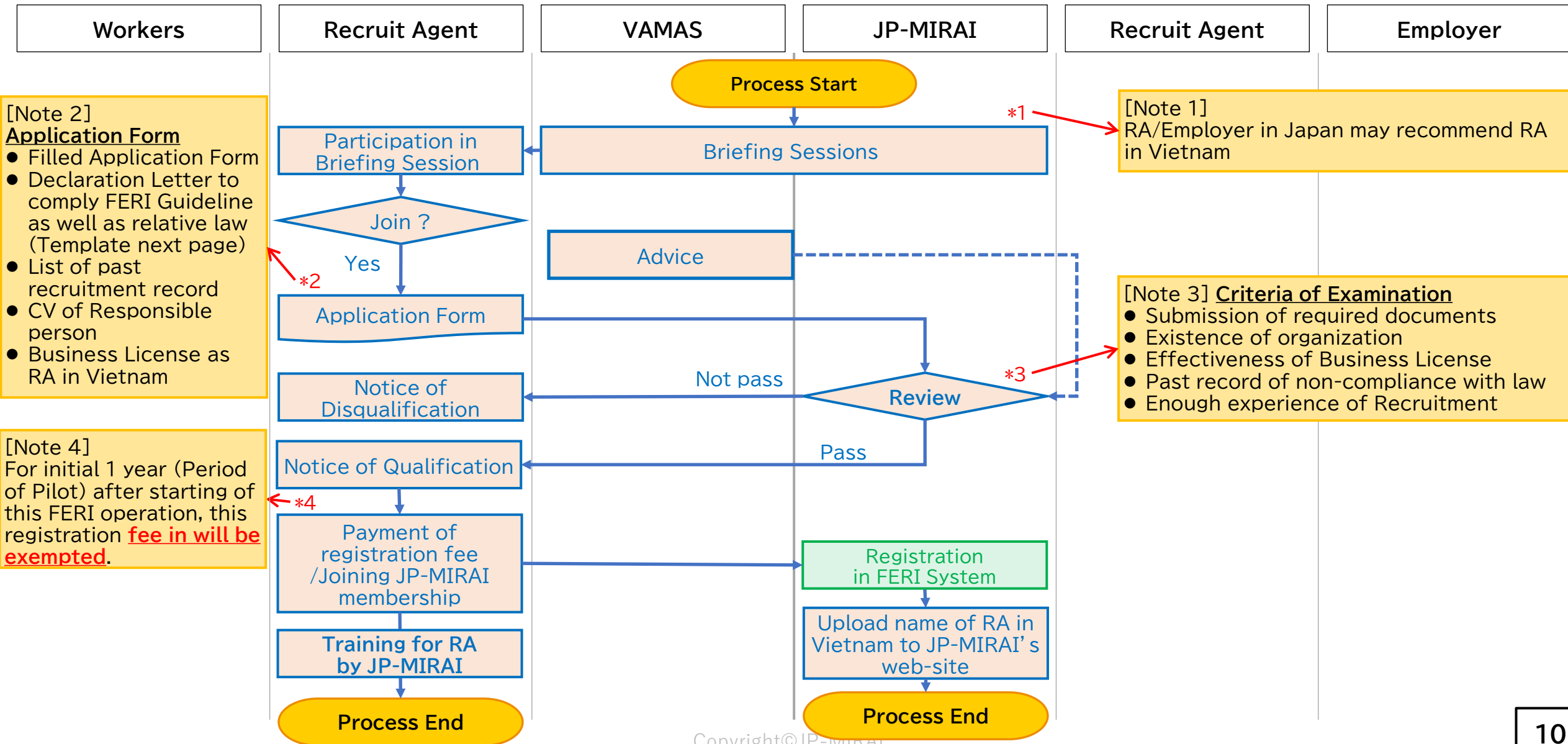


VJ-FERI Workflow ver.2 [1. Preparation Stage]



Registration and Training of RA in Vietnam

SOPs 2-10



VJ-FERI Workflow ver.2 [1. Preparation Stage]

Company Logo		Date: Month DD, YYYY
To JP-MIRAI		
<u>Declaration Letter to participate FERI operation</u>		
Dear Sir / Madam,		
We, <u>(name of RA in CoO)</u> , a corporation dully organized and existing under the law of xxxx (CoO), and having its office at <u>(address of RA in CoO)</u> , hereby declare :		
1	that the documents submitted herewith are correct and true.	
2	that we will be responsible for any legal actions arising out of any misrepresentation of facts or incorrect information being submitted in our documents.	
3	that we will strictly comply with applicable law and regulation in xxx (CoO) and Japan through every process of recruitment of migrant workers through FERI operation.	
4	that we will strictly comply with all the following article in FERI Guideline through every process of recruitment of migrant workers through FERI operation	
		[RA's Name]
		[RA's Address]
		<u>signature of representative</u>
		[Representative's Name]
Check	Article	Predge/commitment to each article of FERI guideline
<input type="checkbox"/>	2.1	We acknowledge the responsibility to carry out fair and impartial business operations.
<input type="checkbox"/>	2.2	We shall be responsible for the functions which are defined in this article.
<input type="checkbox"/>	2.3	We shall conduct recruitment activity according to this article.
<input type="checkbox"/>	2.4	We shall provide accurate information according to this article.
<input type="checkbox"/>	2.5	We shall conduct recruitment activity through the route which is defined in this article.
<input type="checkbox"/>	2.6	We shall not conduct the prohibitions which are defined in this article.
<input type="checkbox"/>	2.7	We shall conclude the contact with migrant workers according to this article.
<input type="checkbox"/>	2.8	We shall provide vocational training to each migrant worker according to this article.
<input type="checkbox"/>	2.9	We shall provide language training to each migrant worker according to this article.
<input type="checkbox"/>	2.10	We shall provide residence to each migrant worker according to this article.
<input type="checkbox"/>	2.11	We shall provide meals to each migrant worker according to this article.
<input type="checkbox"/>	2.12	We shall not provide loan arrangement for migrant workers according to this article.
<input type="checkbox"/>	2.13	We shall not charge compensation for our service to migrant worker according to this article.
<input type="checkbox"/>	2.14	We shall select the host country's recruitment agency according to this article.
<input type="checkbox"/>	2.15	We shall not provide inappropriate business activities according to this article.
<input type="checkbox"/>	2.16	We shall not provide inappropriate benefit according to this article.
<input type="checkbox"/>	2.17	We shall provide accurate job information according to this article.
<input type="checkbox"/>	2.18	We shall respect freedom to choose job from multiple job-orders according to this article.
<input type="checkbox"/>	2.19	We shall not restrict migrant workers' rights according to this article.
<input type="checkbox"/>	2.20	We shall provide vocational and language training according to this article.
<input type="checkbox"/>	2.21	We shall conduct Pre Departure Orientation according to this article.
<input type="checkbox"/>	2.22	We shall support migrant workers' smooth move to the host country according to this article.
<input type="checkbox"/>	2.23	We shall monitor the condition of migrant workers and support them according to this article.
<input type="checkbox"/>	2.24	We shall protect migrant workers according to this article.
<input type="checkbox"/>	2.25	We shall not cooperate with attempt to return without consent according to this article.
<input type="checkbox"/>	2.26	We shall support migrant workers' smooth social reintegration according to this article.
<input type="checkbox"/>	2.27	We shall regularly provide our personnel with necessary training according to this article.
<input type="checkbox"/>	2.28	We shall comply with the Guidelines substantially according to this article.
<input type="checkbox"/>	2.29	We shall not conduct the prohibitions which are defined in this article.
<input type="checkbox"/>	2.30	We shall provide information according to this article.
<input type="checkbox"/>	2.31	We shall comply with laws and regulations according to this article.
<input type="checkbox"/>	2.32	We shall post the information on our website according to this article.
<input type="checkbox"/>	2.33	We shall apply the provisions of FERI to Semi-FERI according to this article as much as possible.

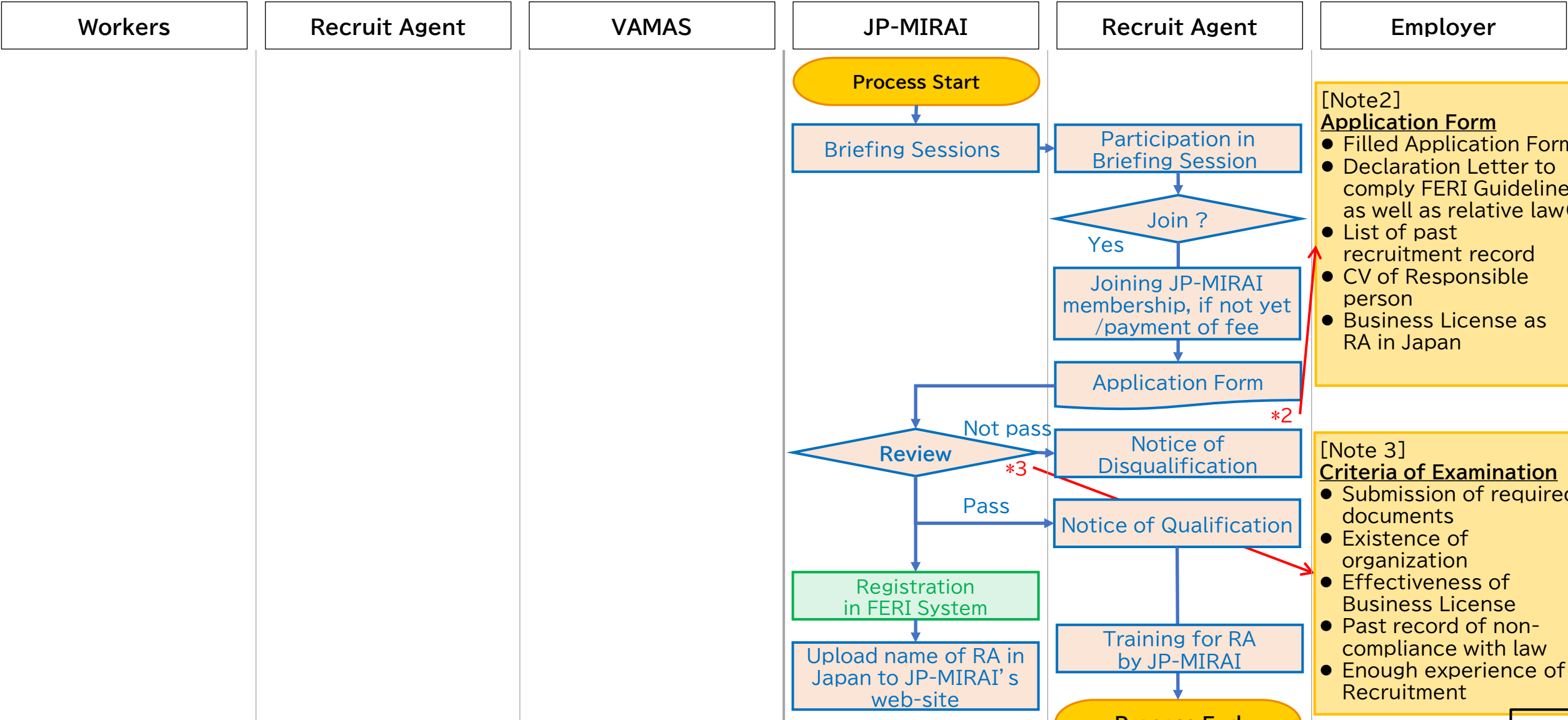
Declaration Letter

RA in CoO shall prepare and submit the Declaration Letter to comply FERI Guideline as well as relative law, using this sample template.



Registration and Training of RA in Japan

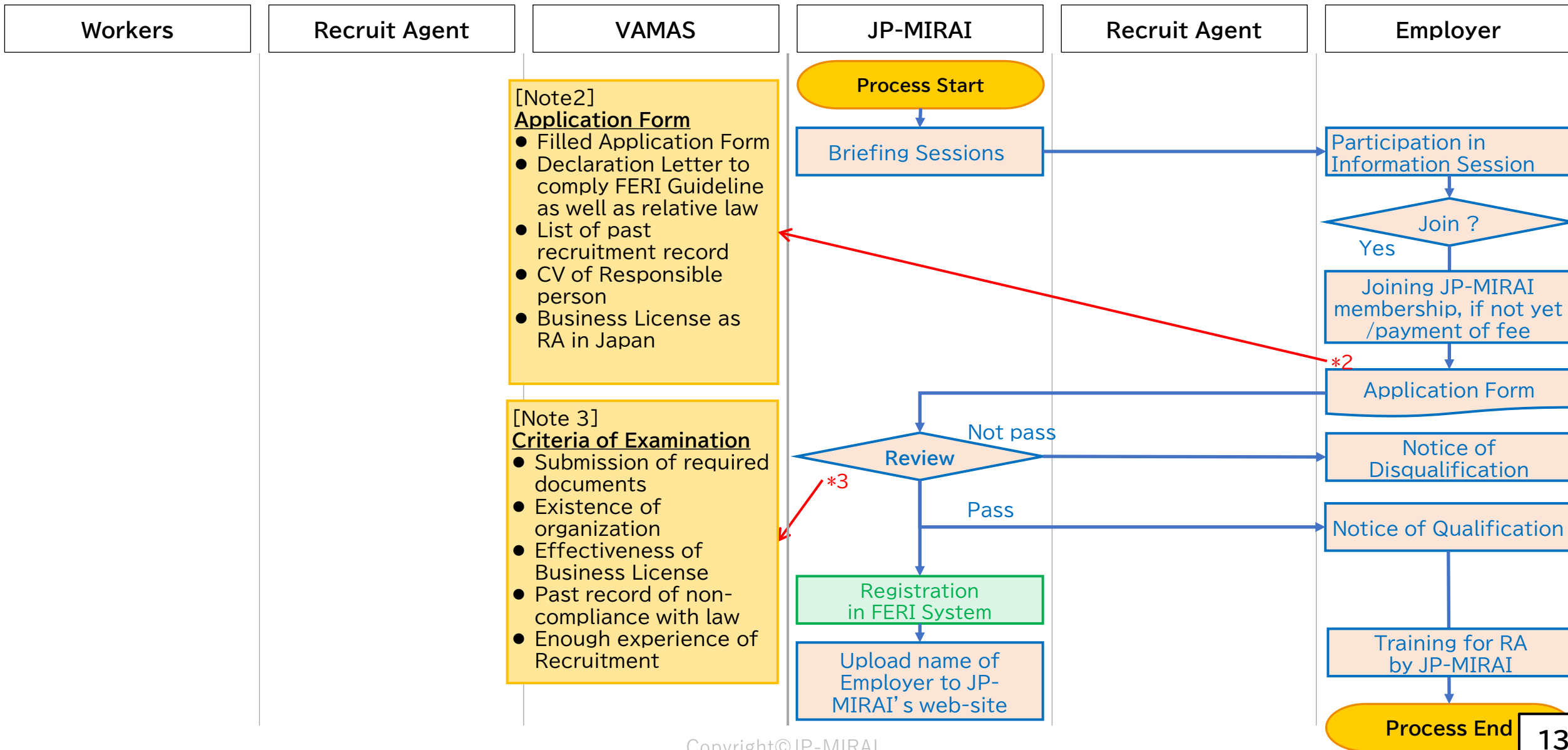
SOPs 2-11





Registration and Training of Employer

SOPs 2-11





Pre-screening of Job-orders

SOPs 3-13



Workers

Recruit Agent

LSSA Association

JP-MIRAI

Recruit Agent

Employer

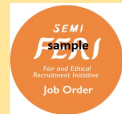
[Note 1] FERI GL Chapter 6
 6.7 Considerations for Temporary Return to Vietnam
 6.8 Standards for Residences to be Provided
 6.9 Pre-departure Vocational Training
 6.10 Pre-departure Language Training
 6.11 Burden of Expenses Required for Recruitment
 6.12 Clarification of Recruitment Consultation and Relief Desk in Job-orders(JP-MIRAI)

SOPs 4-17

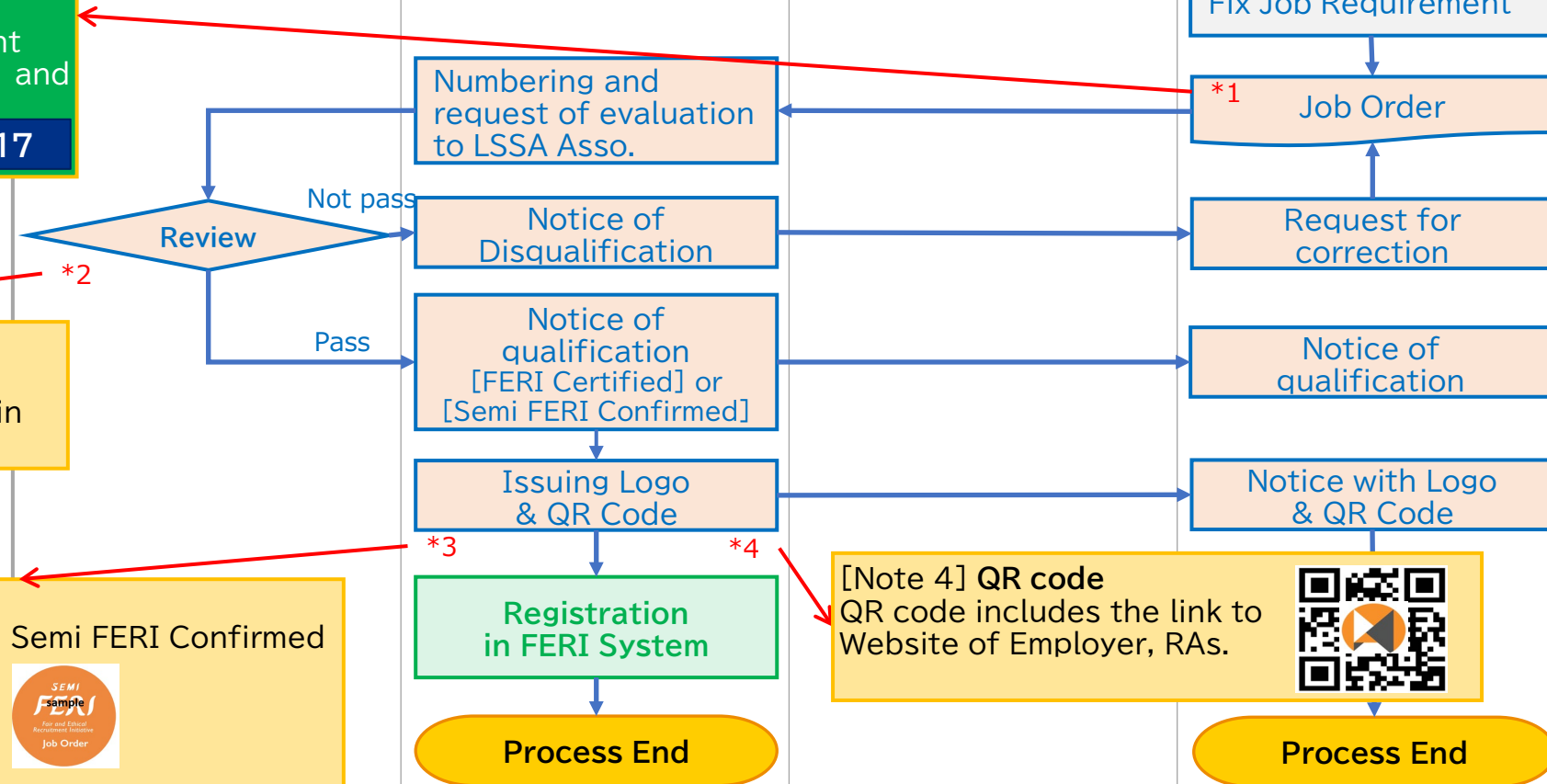
LSSA : Labor and Social Security Attorney

[Note 2] **Criteria of Examination**
 ● Compliance with FERI Guideline
 ● Compliance with applicable law and regulation in Viet Nam and Japan

[Note 3] **LOGO**
 ■ FERI Certified ■ Semi FERI Confirmed



LOGO includes the link to JP-MIRAI web site which explain "What it FERI ?"



[Note 4] **QR code**
 QR code includes the link to Website of Employer, RAs.

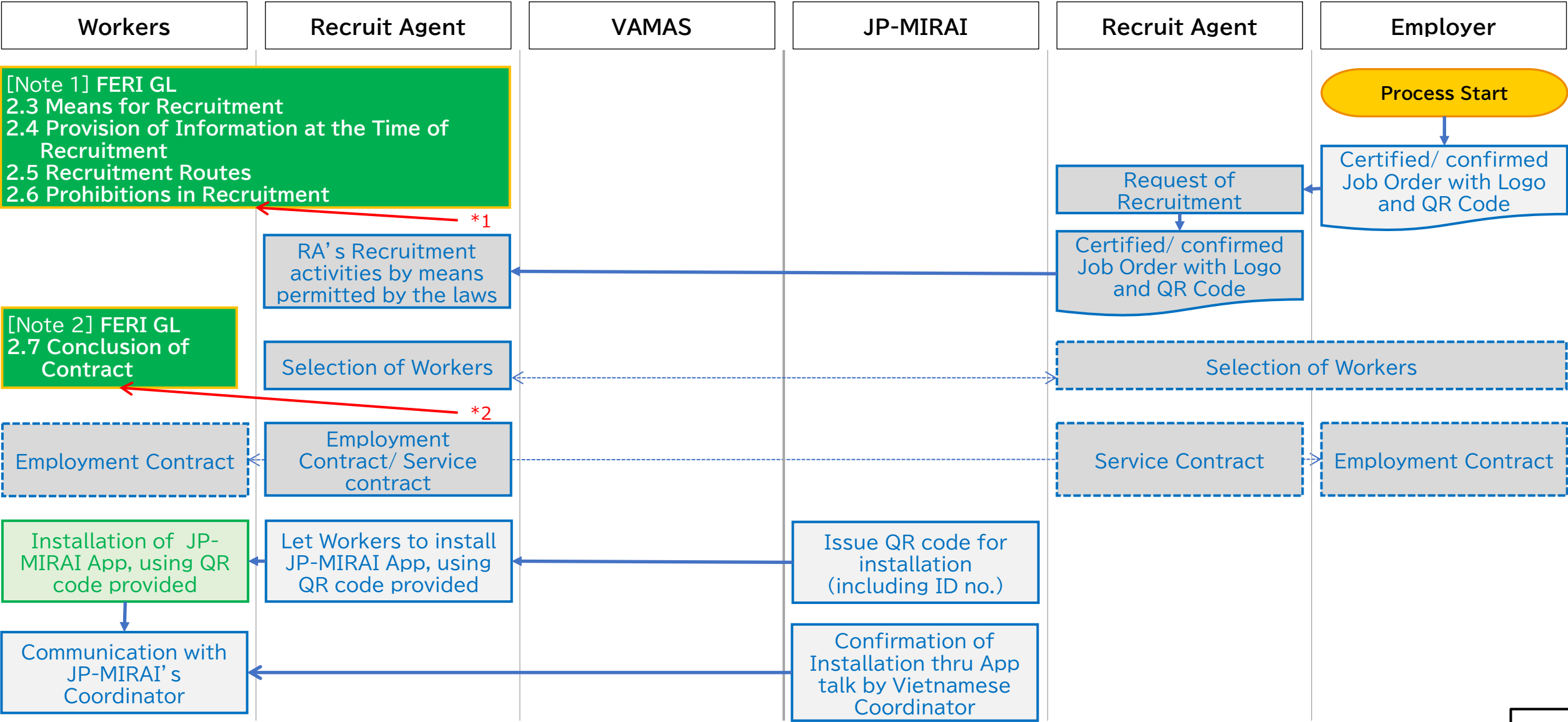


Process End



Recruitment in Vietnam/ Contract

SOPs 3-14



VJ-FERI Workflow ver.2 [2. Recruitment /Pre-Departure Stage]



Pre-departure Training

SOPs 3-15



Workers

Recruit Agent

VAMAS

JP-MIRAI

Recruit Agent

Employer

Process Start

Vocational &
Language training

Pre-Departure
Training

Contact to JP-MIRAI
thru App, if any
complain /support
needed

Departure to Japan

Support to departure

Process End

[Note 1] FERI GL
2.8 Vocational Training
2.9 Language Training
2.10 Residential Environment
2.11 Provision of Meals
2.12 Loan Arrangement

[Note 2] FERI GL
2.21 Implementation of Pre-
Departure Orientation

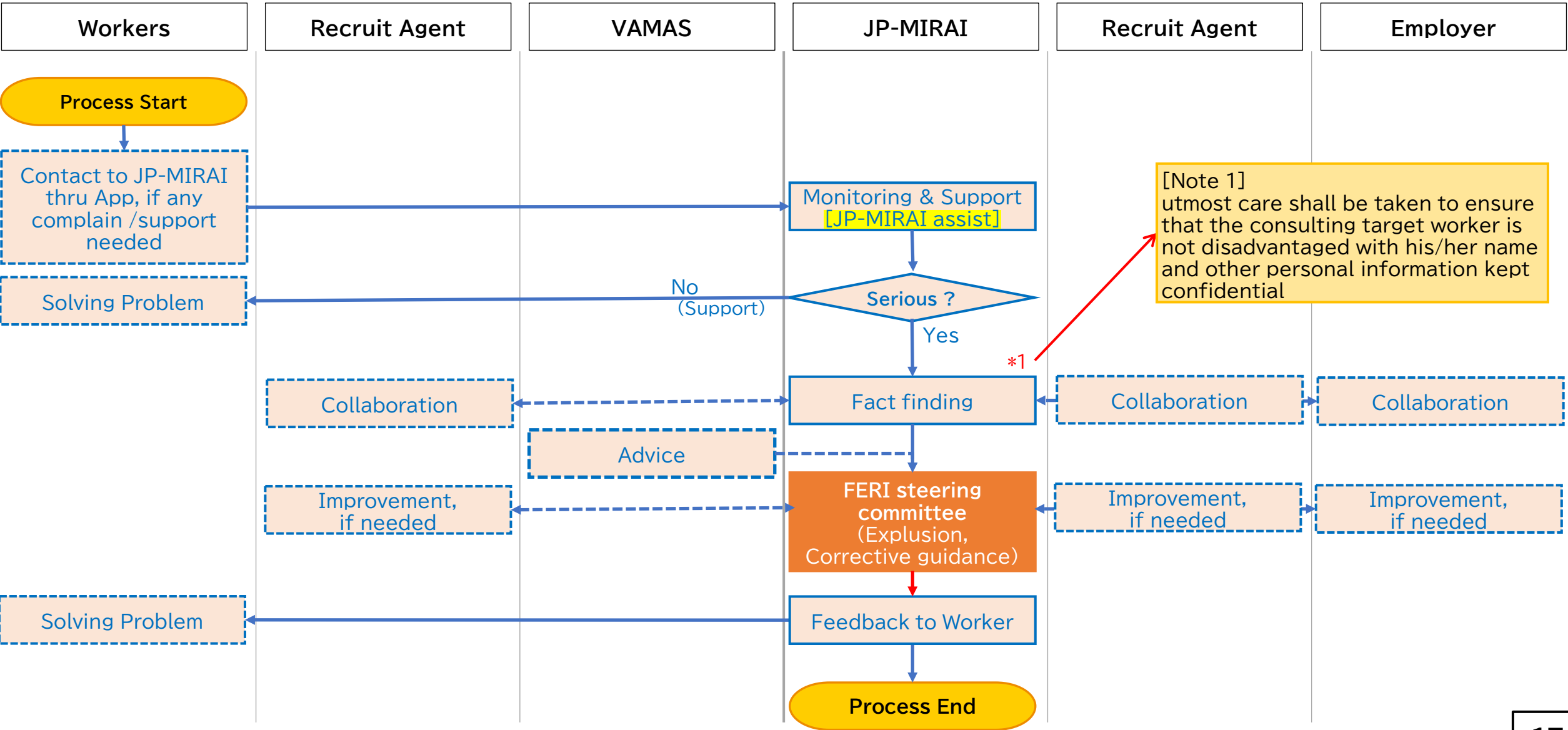
Monitoring & Support
[See page #17]

[Note 3] FERI GL
2.22 Support for Smooth
International Migration



Monitoring before departure

SOPs 3-15/16/17





After Arrival in Japan

SOPs 3-16



Recruit Agent

VAMAS

JP-MIRAI

Recruit Agent

Employer

Migrant Worker

[Note 1] FERI GL (role of RA in Japan)
3.18 Support during Immigration and Emigration
3.19 Implementation of PAO

[Note 2] FERI GL (role of RA in Vietnam)
2.24 Protection after Moving to Host Country
2.25 Prohibition of Participation in Forced Return

[Note 3] FERI GL (role of RA in Japan)
3.21 Protection of Migrant Workers
3.22 Prohibition of Participation in Forced Return

[Note 3]
Please see page #20
for workflow

Implementing Post
Arrival Orientation
(PAO)

Receive Migrant
Worker

Process Start

Arrived in Japan

Participating PAO

Working

Migrant Worker can
access to JP-MIRAI
Assist anytime when
necessary

*1

*2,3

*2,3

*2,3

*3

Monitoring & Support
[JP-MIRAI assist]



Periodical Monitoring & Certification

SOPs 3-15/16/17



Recruit Agent

VAMAS

JP-MIRAI

Recruit Agent

Employer

Migrant Worker

Process Start

1 to 3 months after
worker's arrival in Japan

Requesting interview
or answering the
Questionnaire

Interview / Answer
the Questionnaire

[Note 1] Issuance of
certificate/confirmation
shall be done at the end
of each month.

Guideline
?

Not
Complied

Go to JP-MIRAI assist
(See Page #20)

Complied

Receive FERI
certificate / Semi
FERI confirmation

Issue FERI certificate
/ Semi FERI
confirmation

Receive FERI
certificate / Semi
FERI confirmation

Receive FERI
certificate / Semi
FERI confirmation

[Note 2] LOGO
FERI
Certified
Semi FERI
Confirmed

Updating the status
of RAs and Employers
in JP-MIRAI website

[Note 3]
General Report will not include
Personal and Company's
information

[Note 5]
Monitoring will be done after
one year from the date of
entry. Certificate or
Confirmation will be canceled
if violation would be detected.

Compiling Report/
Sending stakeholders

[Note 4]
Criteria will be decided in
FERI Steering Committee

Issue Award

Process End

Periodical Monitoring

- 1) After arrival in Japan, workers will complete the monitoring questionnaires via the JP-MIRAI App, approximately within one month after arrival and again after approximately one year.
- 2) JP-MIRAI will provide registered organizations with aggregated monitoring results, carefully ensuring that individual workers cannot be identified.
- 3) If no issues are identified during post-arrival monitoring, the associated job order will be designated as either the FERI-certificate or Semi FERI-confirmation.

[Special Remarks]

RAs in Vietnam must ensure that workers install the monitoring tool (JP-MIRAI Portal App) immediately upon signing their contracts, using QR code sent from JP-MIRAI Secretariat.

Khảo sát đánh giá trong khuôn khổ FERI

Trong khuôn khổ FERI (Sáng kiến Tuyển dụng công bằng và có đạo đức), chúng tôi tiến hành kiểm tra để đảm bảo rằng việc tiếp nhận người lao động được thực hiện đúng theo các thông tin trong bản mô tả công việc (đơn tuyển dụng) do phía doanh nghiệp tiếp nhận tại Nhật Bản cung cấp.

Khảo sát này nhằm xác nhận tình hình thực tế tại nơi tiếp nhận sau khi người lao động đến Nhật Bản và thông tin trong đơn hàng mà người lao động được biết trước đó có trùng khớp hay không. Rất mong nhận được sự hợp tác của bạn trong việc trả lời khảo sát này.

Kết quả khảo sát sẽ không được chia sẻ với nơi làm việc hoặc các tổ chức liên quan dưới hình thức có thể nhận diện được người trả lời.

shirato.kanna@jp-mirai.or.jp [アカウントを切り替える](#)

共有なし

Mã số doanh nghiệp phía Nhật Bản (VD: XX000000 - Mã số này được hiển thị tự động từ mã QR, vui lòng không thay đổi)

回答を入力

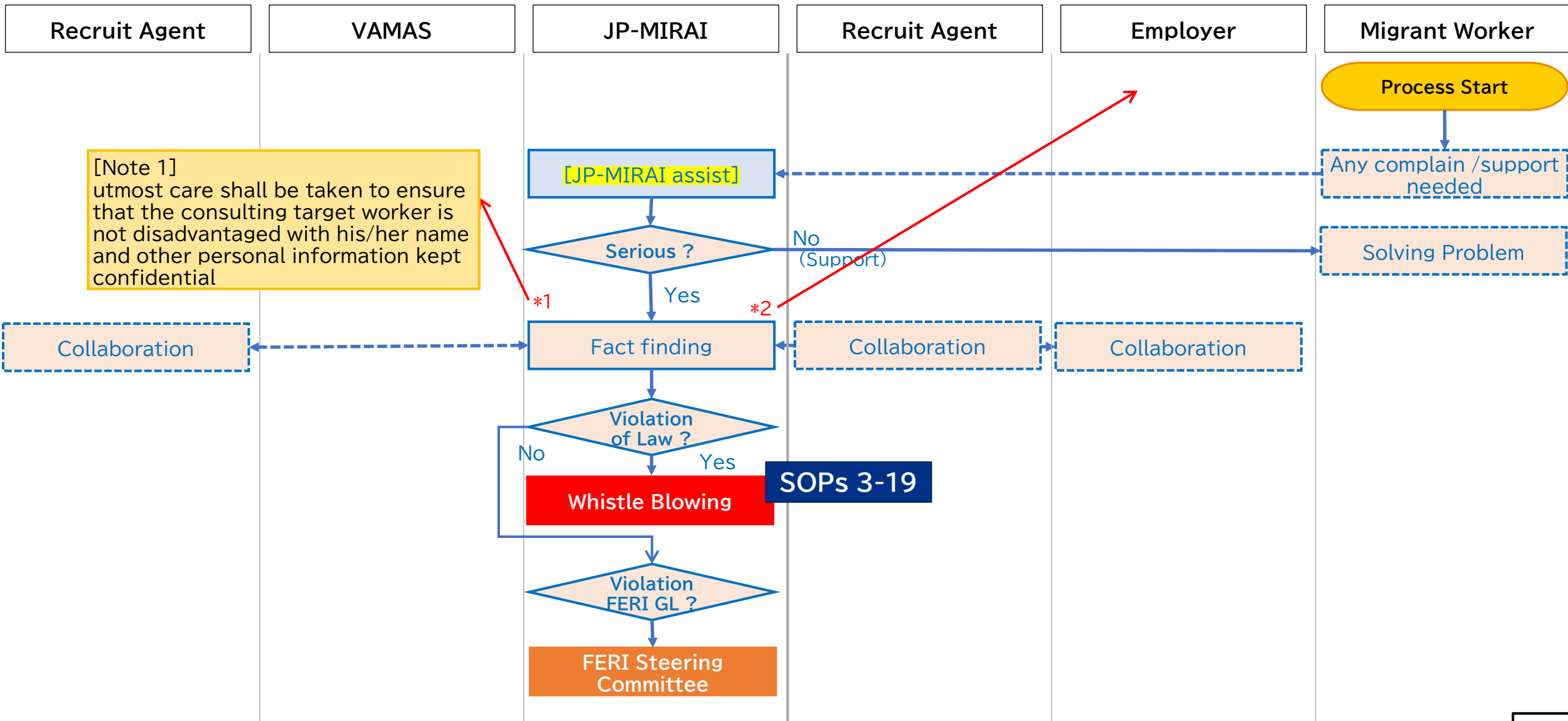
Mã số pháp nhân phía Nhật Bản (VD: XX000000 - Mã số này được hiển thị tự động từ mã QR, vui lòng không thay đổi)

Monitoring Questionnaire



JP-MIRAI
Portal App

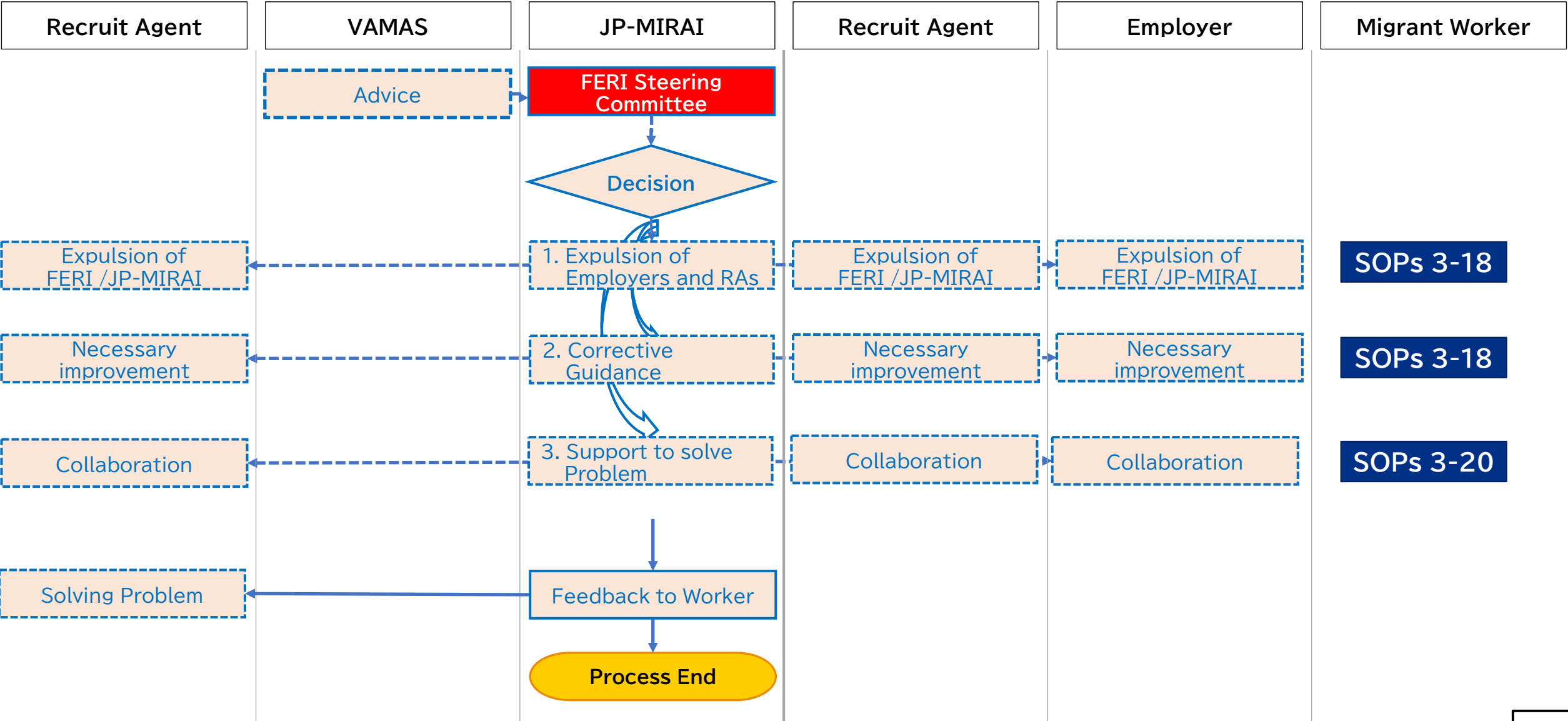
Grievance Mechanism after arrival in Japan SOPs 3-15/16/17/18/19/20





Monitoring After Arrival in Japan

SOPs 3-18/19/20





1.1

Navigator

- > Tracks sequence of process

Process
Start / End

Start/end of process

- > Indicates start & end point of a process

Activity

Steps / Tasks to complete

- > What needs to be done at each step of a process

Decision
Point

Options to complete

- > Describes a step which requires a Yes / No decision to proceed

Activity

Steps / Tasks related to FERI System

- > What needs to be done by using FERI system

Document

Document required

- > Documents prepared and transferred
- > between steps

Flow
Direction

Follow the line

- > Directs users step-by-step from start to completion of process

Feedback
-->

Providing response

- > Dotted lines indicate feedback to a previous step OR responsible party

Process
name

Refer to another process map

- > This indicates the previous or next step of the process is linked to another process



4. Any other business



Membership of JP-MIRAI for Recruiting Agencies in Vietnam



1. Recruiting Agencies and Employers which will participate “FERI” should be **a “C” membership of JP-MIRAI** (C Membership is a category established for the participation of RAs from Country of Origin).
※ Please read the code of conduct and rules of JP-MIRAI before applying on JP-MIRAI web-site.
2. For “C” member, JP-MIRAI will provide various information thru JP-MIRAI LMS system (closed), such as,
 - ① Latest information for Business and Human Rights and Japanese new Foreign Labour Program
 - ② Good practice of the Employers and RAs
 - ③ Detail information of the Employers and RAs in Japan for matching Purpose (Your RA’s detail information can be posted on LMS site.)※JP-MIRAI secretariat will provide ID and Password after participation of JP-MIRAI.
3. Membership Fee for “C” is 30,000JPY per year. But **JP-MIRAI will not collect any fee from RAs in Vietnam during the Pilot Period**, because part of the cost is covered by JICA/ILO.
4. To extend “Ethical Recruitment” between Vietnam and Japan, we need to work together to explain the benefit of FERI to Japanese Employers as much as possible.

How to participate in FERI



Step 1: Application

Please contact the JP-MIRAI Secretariat by email.

ask@jp-mirai.org

Step 2: Document Submission

You will receive a request from JP-MIRAI to submit the following documents. Please make sure to submit all required documents without any omissions.

- Filled Application Form
- Declaration Letter to comply with the FERI Guidelines and relevant laws
- List of past recruitment records
- CV of the Responsible Person
- Business License as a Registered Agency in the Country of Origin

Step 3: Payment after Approval

Once your application is approved and the membership fee is received, your organization will be listed as a registered RAs on the JP-MIRAI website.

Table of abbreviation



Abbreviation	Term	Category / Definition
CoO	Country of Origin	Country from where workers originally come
DES	Development Employment System	New residence status of migrant workers in Japan (I/O TITP from 2027)
DOLAB	Department of Overseas Labour	Governmental department in Vietnam in charge of migrant workers
FERI	Fair and Ethical Recruitment Initiative	Scheme to be introduced by this document
FTITO	Foreign Technical Intern Training Organization	Governmental organization in Japan in charge of TITP
ILO	International Labour Organization	U.N. agency
ISA	Immigration Services Agency	Governmental organization in Japan in charge of entry/exit/residence of foreign nationals
LSSA	Labor and Social Security Attorney	Japanese national qualification for labor and social insurance laws
JP-MIRAI	Japan Platform for Migrant Workers towards Responsible and Inclusive Society	Japanese association to develop/operate FERI scheme in Japan
MHLW	Ministry of Health, Labour and Welfare	Ministry in Japan in charge of working environment of migrant workers
MOC	Memorandum of Cooperation	Bilateral Agreement between CoO and Japan for migrant workers
PDO	Pre Departure Orientation	Orientation to be conducted by RA in CoO before departure to Japan
RA	Recruit Agent	Licensed organization to assists migrant workers to find job opportunities
RISB	Regional Immigration Services Bureau	Regional office of Immigration Service Agency in Japan
SOP	Standard Operational Procedure	Step-by-step instructions to help related organizations carry out routine operations of this scheme
SSW	Specified Skilled Worker	Existing residence status of migrant skilled worker in Japan
TITP	Technical Intern Training Program	Existing residence status of migrant intern trainee in Japan
VAMAS	Vietnam Association of Manpower Supply	Association of Vietnamese companies licensed by Vietnam government to send Vietnamese workers to work overseas



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towards Responsible and Inclusive Society**