

Results of the 2nd Questionnaire Survey for Supervising Organizations and Registered Support Organizations

Overview (Summary)

Between December 10, 2025, and January 31, 2026, CRT Japan conducted a survey targeting supervising organizations and registered support organizations. A total of 22 organizations responded to this survey. Regarding business scale and operations (Question C), many organizations have set a standard of 30 to 40 supported individuals per staff member in anticipation of the new system. Flexible operational standards were also observed, such as setting limits of 50 to 80 individuals depending on staff experience, or stationing staff at workplaces when the number of trainees exceeds 30 to 100. Furthermore, over half of the organizations achieved a 100% "nationality cover rate" (having staff members of the same nationality as the foreign workers), indicating significant progress in building native-language support systems. However, in terms of human rights initiatives based on the UN Guiding Principles on Business and Human Rights (Question D), only 2 organizations (9%) have formulated policies equivalent to a "Human Rights Policy". For questions D-3-1 to D-3-7, the highest score achieved was 23.1 out of a possible 35 points, with no organization receiving a perfect score. The average score was highest for D-3-2 (Explanation of Job Duties) (3.27 points), while D-3-3 (Explanation of Human and Labour Rights) and D-3-6 (Effective Response to Grievances) both averaged below 1.0 point. Organizations that recognized both the UN Guiding Principles (UNGPs) and the Dhaka Principles scored significantly higher (average 25.5 points) compared to those that recognized neither (average 6.3 points), suggesting that awareness of these principles positively impacts human rights activities.

Results by Question:

Question A: Learnings from Seminars Respondents recognized a gap in understanding between supervising organizations and accepting companies, highlighting the need to share knowledge and publish cases of trouble. They noted the importance of actively gathering information, implementing Human Rights Due Diligence, and promoting grievance mechanisms.

Question B: Types of Responding Organizations The most common type was "Both Supervising Organizations and Registered Support Organizations" (55%, 12 organizations), followed by "Registered Support Organizations only" (36%, 8 organizations), and

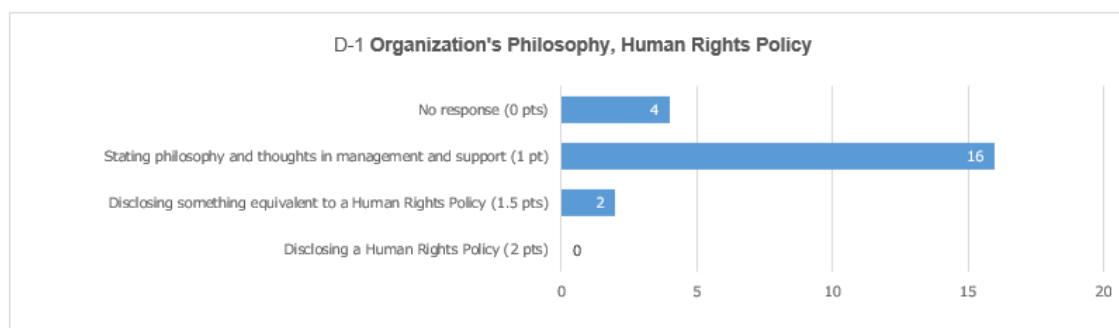
"Supervising Organizations only" (9%, 2 organizations).

Question C: Business Scale and Operations

- **C-1 (Standards for assigning to employer sites):** 68% (15 organizations) have established criteria. When asked about the specific criteria, responses varied; some organizations cited emergency response times (e.g., 30 minutes to 24 hours) or distances (e.g., within a 50km radius), while others evaluated the accepting companies' management status, environment, and human rights initiatives.
- **C-2 (Nationality cover rate):** 86% of responding organizations support Indonesian nationals, followed by Vietnamese (72%). 55% of organizations can cover 100% of their trainees' nationalities with native-speaking staff.
- **C-3 (Number of supported individuals):** The most common scale of support was "300 to under 1,000 people" (32%, 7 organizations).
- **C-4 (Limits per staff):** 55% (12 organizations) set limits or guidelines on the number of individuals per staff member. The general standard is 30 to 40 people, though this can range from 50 to 80 based on staff experience and efficiency.
- **C-5 (Interview frequency):** The vast majority of organizations conduct periodic interviews more frequently than required by law.
- **C-6 (Stationing staff):** 23% (5 organizations) have standards for stationing staff directly at employer sites, typically triggered when a single workplace has 30 to over 100 foreign workers.

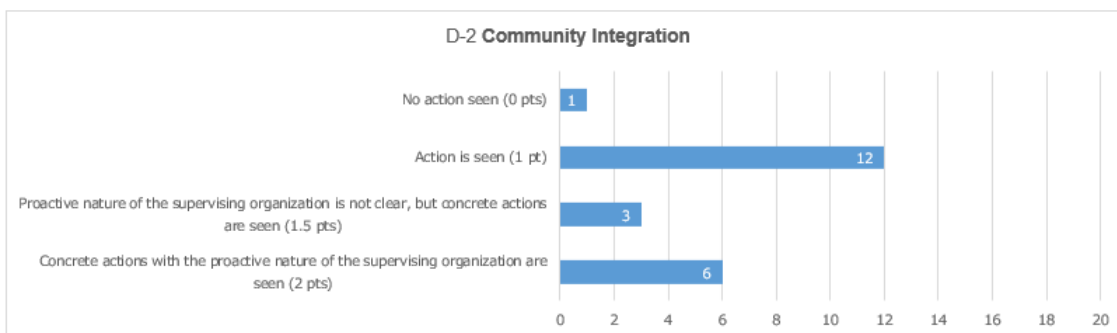
Question D: Human Rights Initiatives based on UNGPs

- **D-1 (Philosophy and Human Rights Policy):** 2 organizations disclosed documents equivalent to a "Human Rights Policy," while 16 organizations stated their management philosophy and thoughts.

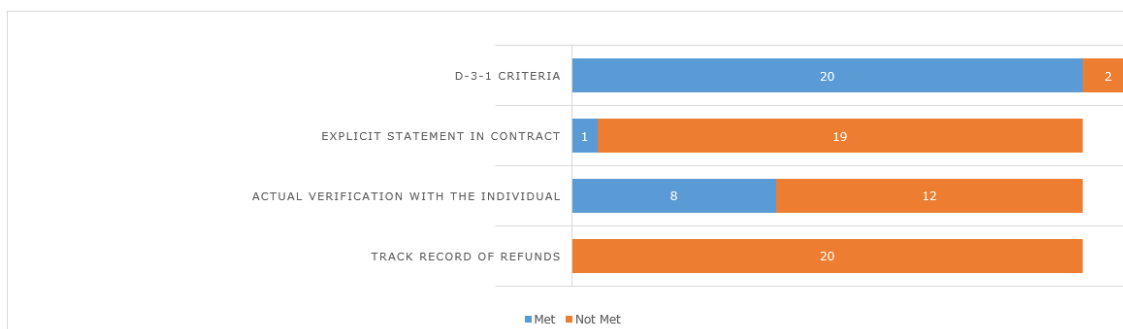


- **D-2 (Community Integration):** To promote social inclusion, various concrete initiatives

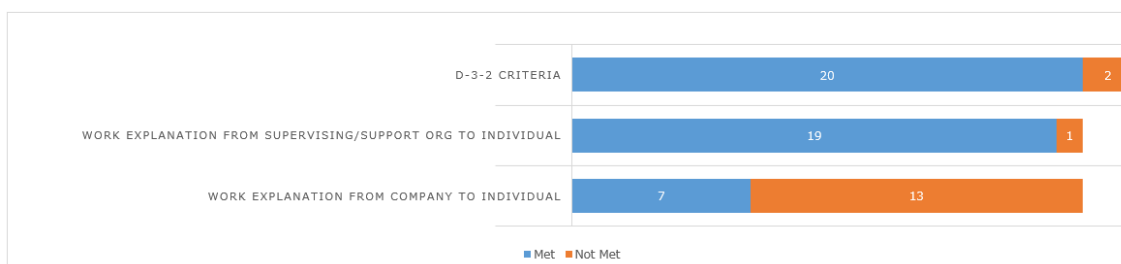
were observed. Specific examples from individual organizations included planning events themselves, providing Japanese language courses at their own expense, hiring local residents, and participating in local festivals alongside foreign workers and staff.



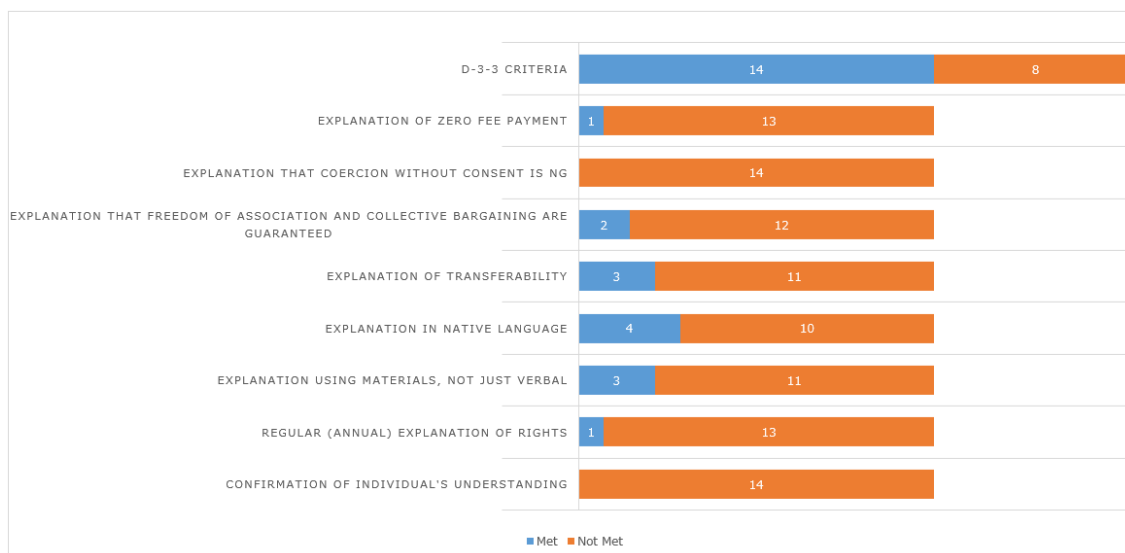
- D-3-1 (Prevention of Recruitment Fees and Debt):** 91% (20 organizations) met the initial criteria. As a notable individual case, one organization reported an instance where they instructed a refund to the individual because the collected fees exceeded the legal limit.



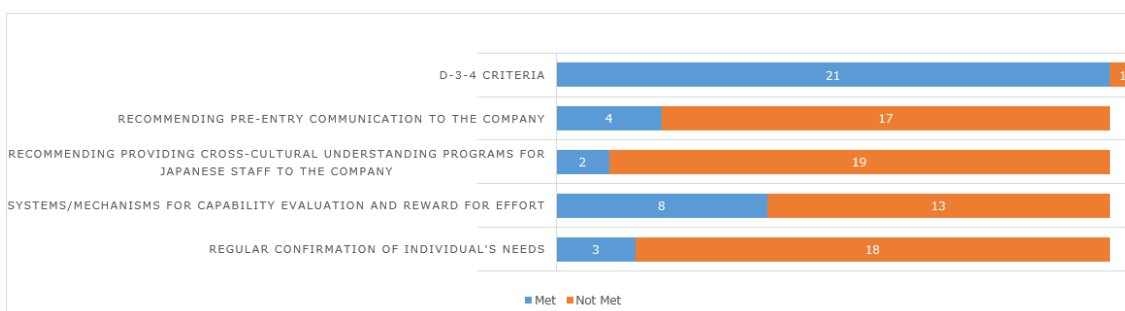
- D-3-2 (Explanation of Job Duties):** 91% (20 organizations) met the initial criteria, and 7 of them achieved perfect scores. As examples of excellent practices, specific organizations reported ensuring that accepting companies directly explain the work to candidates, with some using videos to facilitate correct understanding.



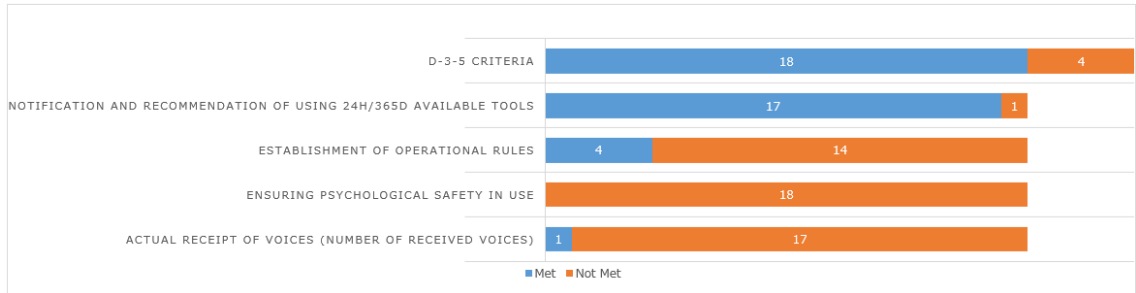
- D-3-3 (Explanation of Human and Labour Rights):** 64% (14 organizations) met the criteria through legal protection lectures and contract explanations. However, none managed to perfectly explain the prohibition of forced contracts while simultaneously verifying the trainees' understanding.



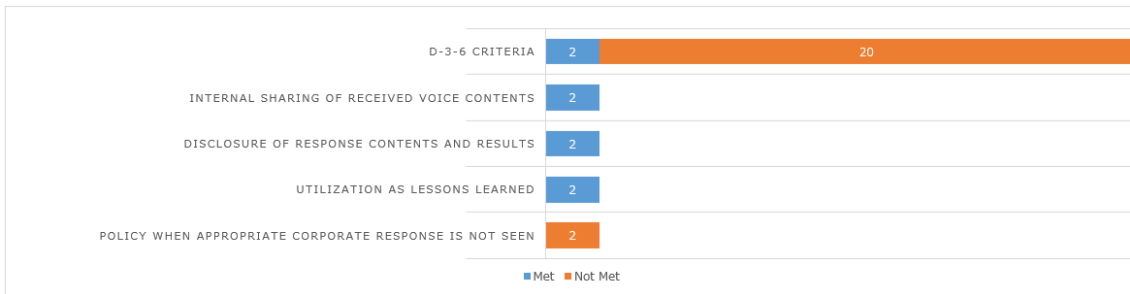
- D-3-4 (Resolving anxiety/Improving motivation):** 95% (21 organizations) met the initial criteria, with one organization achieving a perfect score. Notable individual practices included an organization using "Attractiveness Guidelines" to improve work environments, and another conducting regular checks on trainees' 3-year career goals.



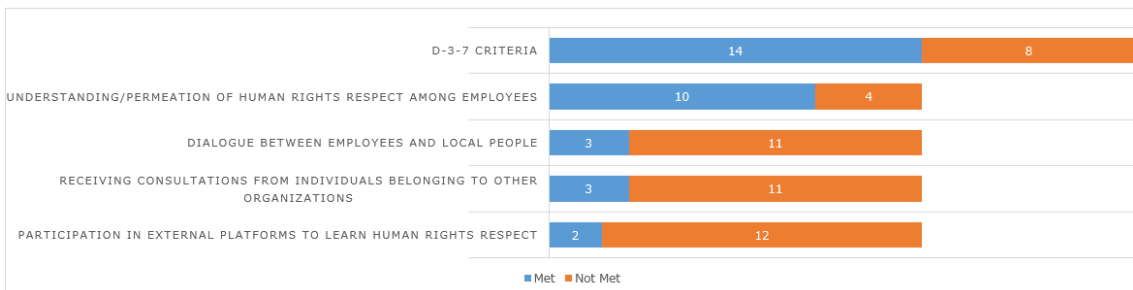
- D-3-5 (Grievance Contact Point):** 81% (18 organizations) met the initial criteria. As a unique example, one organization reported utilizing a two-way chat system ("Ninja") as a grievance mechanism to allow anonymous reporting in native languages to a third-party institution.



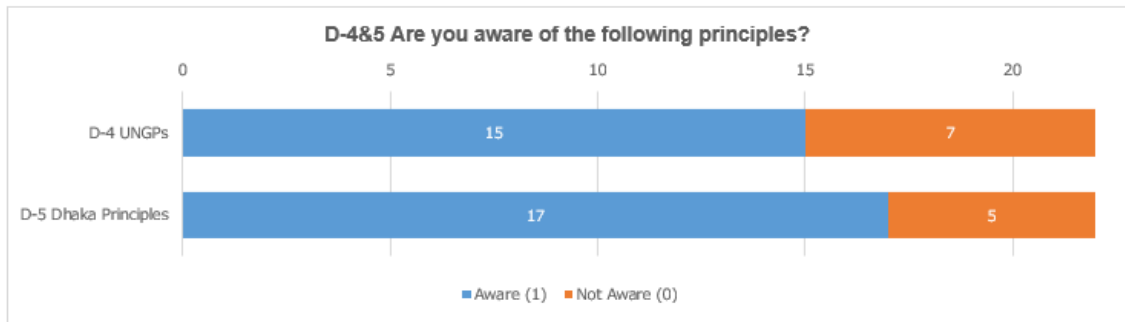
- D-3-6 (Effective Response to Grievances):** Only 9% (2 organizations) fully met the criteria by meticulously recording all received complaints, corresponding actions, and outcomes to ensure victim relief.



- D-3-7 (Human Rights Awareness for Staff):** 64% (14 organizations) met the initial criteria by having specific initiatives to deepen the understanding of human rights respect throughout the organization. Among those organizations, notable practices included participating in external human rights platforms, conducting internal study sessions on foreign workers' rights, and incorporating representative human rights documents into daily business apps.



- D-4 & D-5 (Recognition of Principles):** 68% recognize the UNGPs, and 77% recognize the Dhaka Principles (migrant workers' rights).



Supplementary Notes on Scoring Methods

Additional points for Question D-3 were awarded strictly based on explicit actions, such as formalizing fee limits in contracts (D-3-1), direct explanations from employers rather than just supervising organizations (D-3-2), direct capability evaluations tied to rewards (D-3-4), and having established protocols for when a company fails to appropriately correct issues (D-3-6).

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