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# To all Workers

This Notebook contains necessary and important information for working with peace of mind at Techno Service. As the information is of use when experiencing uncertain points or difficulties, be sure to read the information and keep it on hand.

This English version is only for explanation.

If there is any discrepancy between the Japanese version and the Japanese version, the Japanese version will be given priority.



**働くナビ!**

Human resources  
services/staffing  
Recruitment site

**www.hatarakunavi.net**



Send a blank email message to access!

To search for work from a PC:



oshigoto (work)

sagashi (search)

04510@sagashi.jp



Hatarakunavi

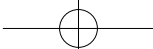
Search

## About the Handling of Personal Information

As a company engaged in human resources services, Techno Service recognizes the importance of personal information and its responsibilities involving protection of the information. Techno Service has set forth a Privacy Policy based on laws and other norms concerning personal information, and will conduct its activities as a trusted company.

In addition, all officers and employees will understand and practice this Privacy Policy, and will make continuous efforts toward the protection of personal information. The Privacy Policy can be read on the Techno Service website.

URL ▶ <http://hatarakunavi.net/protection/index.html>



# 1 Before Starting Work

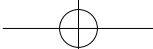
This section summarizes items that must be confirmed before starting work.

As all of these are important items, please confirm the content carefully.

- ☐ I have confirmed the content of the work confirmation sheet (when starting work) with the sales representative, have filled in and set my seal on the sheet, and have handed it to the sales representative.
- ☐ I have confirmed the content of the Safety Card and filled in required items, and always keep it on person.
- ☐ I have confirmed the content of "Safety Rules for Your Protection."
- ☐ If commuting by car: I have confirmed the expiration dates of my driver's license, vehicle inspection, and liability and other vehicle insurance.
- ☐ I have confirmed and understood the content of Workplace Health and Safety (p. 3).
- ☐ I have confirmed and understood the content of Information Management (pp. 4-17).
- ☐ I have confirmed and understood the content of Social Insurance (pp. 27-30).



Please contact a sales representative promptly if any points are unclear.



## 2 Workplace Health and Safety

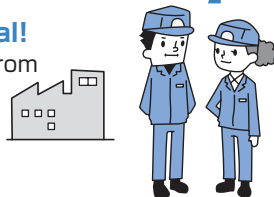
Techno Service bears a duty to enable you to work with peace of mind. Likewise, you have a right and duty to engage safely in work.

Obey the safety rules and help us create a comfortable, accident-free workplace environment.

### **Four Promises to Protect You**

#### **1 Do not perform work out of the usual!**

If you are ordered to perform work different from the usual or in a different location, promptly contact the sales representative in charge.



#### **2 Do not try to handle problems, even small ones, on your own!**

In the event of objects caught in machinery, stuck on machinery, etc., report the issue to the person in charge at the company. Handling the matter on your own is extremely dangerous.

#### **3 Do not perform cleaning on moving machinery!**

Cleaning work on moving machinery is extremely dangerous.

#### **4 Do not perform unlicensed or unqualified work!**

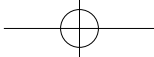
Performing work that requires qualifications, such as work using a forklift, crane, or sling, without qualifications is strictly prohibited.



- Please see My Page for information such as minutes of the Hygiene Committee.
- Safe work is discussed in detail in the booklet "Safety Rules for Your Protection" provided at the time of registration. Please perform work after reading the booklet carefully and fully understanding the content. Also fill in required items on the Safety Card, read its content carefully, and carry it on you at all times.



In the unlikely event of an occupational accident, promptly contact responsible parties at the temp work host and the sales representative.



### 3 Information Management

Temp work hosts provide opportunities for interaction with various information, including companies' internal information and personal information. Please take all due care with the handling of information.

#### 【Confidentiality Obligations】

Information obtained through work is in principle information belonging to the temp work host, and its use outside of work or disclosure to third parties is strictly prohibited. Confidentiality obligations continue during and after the period of employment. Violation of the obligations may result in claims for compensation for damages.

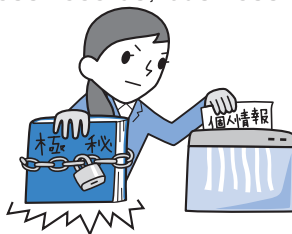
#### 【What is Information?】

**Personal information:** Information that enables the identification of specific individuals.

⇒ Name, address, telephone number, date of birth, email address, employment history, customer code, etc.

**Corporate information:** Information concerning the temp work host company.

⇒ Details of work, all text and documents seen at the workplace, business records, business processing methods, etc.



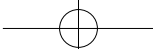
## Points to Heed when Handling Information

When handling information at the temp work host, you must do so properly, in accordance with the rules set by the host. Although rules differ by temp work host, in general the following points must be heeded.

- 1 **Do not take information home or out of the workplace without permission.**  
**Example of violation** Taking a manual home without permission in order to study for work.
- 2 **Do not divulge information obtained through work, or use said information for private purposes, without permission. Also take care in casual conversation outside of work.**  
**Example of violation** Talking with colleagues about the temp work host within earshot of others.
- 3 **Do not take personnel PCs or other electronic devices into the workplace or use these without permission.**  
**Example of violation** Bringing a camera-equipped mobile phone into work, photographing new products without permission, and mailing the photographs to friends.
- 4 **Do not lend or transfer individually granted permissions to another party without permission.**  
**Example of violation** Lending your key to the office without permission to a colleague who lost his own key.
- 5 **Dispose of information properly, such as by using a shredder.**  
**Example of violation** Throwing away slip with mistakenly entered addressee into the trash can, with name and contact information written.
- 6 **Do not leave information in a state in which it cannot be managed. Store information in the predetermined location.**  
**Example of violation** Going home with work manuals requiring vault storage left on your desk.
- 7 **Return business documents, ID cards, uniforms, etc. lent from the temp work host when the work period ends.**  
**Example of violation** Noticing that you forgot to return your building entry card after the end of the work period, but doing nothing as you will not be returning to work there.

**!** If there are any unclear points on the handling of information or if you suspect the leak of information, promptly report the matter to the person in charge at the temp work host, rather than making a decision on your own.

To deepen your understanding, try your hand at the information management training on the following page.



# Information Management Training

In a place of business, there are many opportunities to access various items of information, including a company's internal information and information concerning customers and partner companies. It is important to handle such information with all due care.

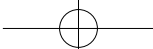
Laws, work regulations, and various workplace-specific rules exist regarding information management. Everything seen, heard, and obtained in our everyday work constitutes important information. Following the Personal Information Protection Law enacted in April 2005, all persons are required to engage in work with a greater awareness of information management.

To promote compliance, Techno Service asks all staff to undergo an information management training course. How much knowledge (and awareness) do you have about information management? Through this information management training, check your own level of information management knowledge.

The questions in this information management training include questions that assume work in factories or similar places, and questions that assume work in offices. As both are questions testing general basic knowledge, try to answer all questions.

## You will now take part in a check of basic matters concerning information management.

While checking your own level of understanding, do not only consider the right or wrong of each choice, but also ask yourself why something is wrong or what points are inappropriate. There are 10 questions in total. Each offers 4 choices. Select the one that you believe to be the correct answer. After completing all questions, check the correct answers to affirm proper handling of information.



Q1

Materials and data handled in work often contain personal information and company information. Please select and place a check next to the choice that you think is appropriate concerning handling of such documents and data.

- ☐ You used encryption when sending a list of names containing individuals' telephone numbers, dates of birth, etc. by email.
- ☐ You left documents containing information on top of your desk when stepping away for a short period, so as to quickly continue work upon return.
- ☐ As a break time occurred while making a large number of copies of important documents for a meeting, you left the materials unattended and collected them upon returning.
- ☐ You began work handling information at a new temp work host, but had already received instruction concerning handling at your previous workplace, so engaged in work following those previous instructions.

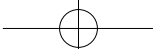
Q2

Please select and place a check next to the choice that you think is appropriate concerning storage and disposal of data and materials containing information.

- ☐ As the materials and data had been stored previously, you store them again after use, without confirming whether they should be destroyed.
- ☐ You bring a USB drive, etc. from home and save data onto it at your discretion, to guard against loss of the data.
- ☐ When CDs containing work data are no longer needed, you dispose of them as non-combustible trash.
- ☐ You use a shredder to dispose of documents for use in a project meeting involving new products, even documents that were not completed.







Q3

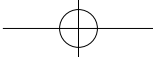
Please select and place a check next to the choice that you think is appropriate concerning conversation outside the company and responding to telephone calls from outside the company.

- ☐ On the train the day after a meeting, you explained details of the topics to a colleague who did not attend the meeting.
- ☐ When dining out with workplace colleagues, you avoided mentioning the names of the company or business partners, or otherwise talking about important information, while inside the restaurant.
- ☐ When need arose to convey important information by telephone, you spoke in a loud voice to make yourself easily understood by the other party.
- ☐ A phone call came from a person claiming to be the relative of a colleague, requesting the colleague's contact information and other personal information. As the colleague was absent, you gave out the information in his place.

Q4

Please select and place a check next to the choice that you think is appropriate concerning behavior when entering or exiting the workplace.

- ☐ A door that is normally locked was open, but you did not think anything of it.
- ☐ An unfamiliar person entered the workplace without permission but was wearing a delivery service uniform, so you did not say anything.
- ☐ During meetings attended by staff in charge of business partners, you gave said staff the workplace key to let the staff enter and leave freely during breaks, etc.
- ☐ Materials from meetings with business partners were left in a space where delivery service staff enter for package transport, so you quickly cleared away the materials.



Q5

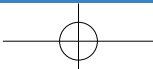
Please select and place a check next to the choice that you think is appropriate concerning care to be taken when using PCs, email, the Internet, etc.

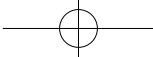
- ☐ When receiving email, you opened all messages and all attached files to check the content, regardless of sender.
- ☐ When sending email you fully confirm the addressee to prevent misdirected sending.
- ☐ When leaving the workplace, you turn off your laptop computer, place it on your desk, and leave.
- ☐ You determined on your own that freely downloadable online software would be usable in work, and so installed it on a workplace PC for use.

Q6

Please select and place a check next to the choice that you think is appropriate as an initiative related to information management.

- ☐ Attendance in information management-related training became mandated in the workplace, but you do not need to attend as you are a temporary employee.
- ☐ You are normally not concerned with information management, and act in accordance with management rules only on the days that audits are held. You see no problem with this as long as the audit results are positive.
- ☐ When there are unclear points concerning information management, you ask questions to superiors or the department in charge of information management.
- ☐ There is no need to check the workplace's information protection policies and rules until some trouble occurs.





Q7

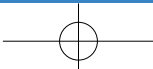
Please select and place a check next to the choice that you think is appropriate concerning bringing documents and items into the workplace.

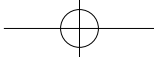
- ☐ Bringing mobile phones into the workplace is prohibited, but you do so without superiors' knowledge as you may receive important phone calls.
- ☐ New products have appeared on the manufacturing line. Seeing the products for the first time, you took great interest and so took photos with your mobile phone to share with friends by email.
- ☐ An ID card must be put through a security system when entering the factory or workplace. You forgot your card and so borrowed one from a friend.
- ☐ Items that can be brought into the workplace are strictly restricted. You brought your own PC, but entered the workplace only after placing it in a locker.

Q8

Please select and place a check next to the choice that you think is appropriate concerning care to be taken when using social media and social networks (LINE, 2channel, blogs, Facebook, Mixi, Twitter, YouTube, websites, and other Internet-based information communication media).

- ☐ As your Facebook settings allow viewing of information by only restricted persons even among your own acquaintances, you share information learned in work.
- ☐ As you use Twitter under a handle name and with your identity hidden, there is no problem with your posting rumor of the company or department, information on business partners, etc.
- ☐ You write information learned at work on a Mixi blog (diary) so as not to forget it.
- ☐ You use multiple social networks, but limit what you write to private content, and do not write information concerning your job or obtained through work.





Q9

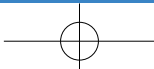
Please select and place a check next to the choice that is the information requiring the most care in handling.

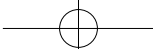
- ☐ Company information posted on the company website
- ☐ Information contained in business cards received from business partners
- ☐ Anonymous questionnaire results
- ☐ ID and password for the customer management system

Q10

Please select and place a check next to the choice concerning handling of information in the workplace that does not necessarily need to be confirmed in advance.

- ☐ The nature of information handled in work
- ☐ The storage location for documents and recording media containing information
- ☐ Contact information in the event of trouble involving information management
- ☐ The location of conference rooms





# Answers for Information Management Training

While checking your own level of understanding, do not only consider the right or wrong of each choice, but also ask yourself why something is wrong or what points are inappropriate.

**Q1**

Materials and data handled in work often contain personal information and company information. Please select and place a check next to the choice that you think is appropriate concerning handling of such documents and data.

Correct answer



You used encryption when sending a list of names containing individuals' telephone numbers, dates of birth, etc. by email.



You left documents containing information on top of your desk when stepping away for a short period, so as to quickly continue work upon return.

The information may easily be seen! Leaving it on a desk is akin to telling people around you "Information is here!" When leaving the desk, store the information in a place where it will not easily be seen.



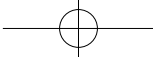
As a break time occurred while making a large number of copies of important documents for a meeting, you left the materials unattended and collected them upon returning.

Materials will be left in the copy machine! Persons not meant to handle the information may see or steal it. When copying documents containing information, do not let the documents out of your sight.



You began work handling information at a new temp work host, but had already received instruction concerning handling at your previous workplace, so engaged in work following those previous instructions.

Information handling and rules differ by workplace. At a new workplace, be sure to check the information handling rules in advance and handle information in accordance with the rules.



Q2

Please select and place a check next to the choice that you think is appropriate concerning storage and disposal of data and materials containing information.

- ☒ As the materials and data had been stored previously, you store them again after use, without confirming whether they should be destroyed.

There may be a set storage period for the items! Confirm the storage period and store information properly if within that period, or dispose of it otherwise. If a storage period is not set, ask superiors about unused materials and data, then store or dispose of them appropriately.

- ☒ You bring a USB drive, etc. from home and save data onto it at your discretion, to guard against loss of the data.

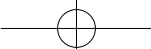
External recording media may not be used without permission! Make backups only in accordance with the workplace's rules.

- ☒ When CDs containing work data are no longer needed, you dispose of them as non-combustible trash.

Work data may be obtained from discarded CDs and misused by third parties! When disposing of external recording media, destroy the media physically to make the data unusable.

Correct answer

- ☒ You use a shredder to dispose of documents for use in a project meeting involving new products, even documents that were not completed.



Q3

Please select and place a check next to the choice that you think is appropriate concerning conversation outside the company and responding to telephone calls from outside the company.



On the train the day after a meeting, you explained details of the topics to a colleague who did not attend the meeting.

The information may be overheard! Discussions outside of the company concerning meeting topics or other company information may lead to the leak of information. Take special care on the train or in other crowded places.

Correct answer



When dining out with workplace colleagues, you avoided mentioning the names of the company or business partners, or otherwise talking about important information, while inside the restaurant.



When need arose to convey important information by telephone, you spoke in a loud voice to make yourself easily understood by the other party.

The information may be transmitted to people who have no need to handle it! The more important the information, the greater the care that should be taken to keep it out of others' earshot.



A phone call came from a person claiming to be the relative of a colleague, requesting the colleague's contact information and other personal information. As the colleague was absent, you gave out the information in his place.

The phone call may be from someone pretending to be colleague's relative to gather information! Ask for the person's telephone number to call back, and confirm with the colleague whether it is all right to do so.

Q4

Please select and place a check next to the choice that you think is appropriate concerning behavior when entering or exiting the workplace.



A door that is normally locked was open, but you did not think anything of it.

Persons from outside the workplace may enter without permission! Ask why the door is not locked, and lock it if there is no problem with doing so.



An unfamiliar person entered the workplace without permission but was wearing a delivery service uniform, so you did not say anything.

Allowing outsiders entry into the workplace just because they are wearing a uniform is a security problem! If an outsider is in the workplace, speak up and confirm the person's identity and purpose.



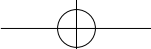
During meetings attended by staff in charge of business partners, you gave said staff the workplace key to let the staff enter and leave freely during breaks, etc.

Do not leave keys with outsiders! The keys may be duplicated and used without permission. It is necessary to take special care with management methods for keys.

Correct answer



Materials from meetings with business partners were left in a space where delivery service staff enter for package transport, so you quickly cleared away the materials.



Q5

Please select and place a check next to the choice that you think is appropriate concerning care to be taken when using PCs, email, the Internet, etc.



When receiving email, you opened all messages and all attached files to check the content, regardless of sender.

Indiscriminately opening email messages and attachments from unknown senders may infect the computer with viruses! If this happens, the virus will affect not only you but also others in the workplace. Unless the sender is trusted, do not open attachments.

Correct answer



When sending email you fully confirm the addressee to prevent misdirected sending.



When leaving the workplace, you turn off your laptop computer, place it on your desk, and leave.

There is a risk of theft! Even if the office is locked, do not leave the computer unattended on your desk. Store the items in a designated storage location, locked cabinet, etc., and take care to lessen the risk of theft.



You determined on your own that freely downloadable online software would be usable in work, and so installed it on a workplace PC for use.

There is a risk of infection by computer virus! Do not download the software at your own discretion, without permission.

Obtain the consent of superiors or persons in charge of systems every time.

Q6

Please select and place a check next to the choice that you think is appropriate as an initiative related to information management.



Attendance in information management-related training became mandated in the workplace, but you do not need to attend as you are a temporary employee.

The form of work – that is, whether a temporary employee or regular employee – is unrelated to the weight of responsibility in information management! The same holds for the level of risk of leaks, and the scope of damage in the event of a leak. Always remain aware that you are handling important information.



You are normally not concerned with information management, and act in accordance with management rules only on the days that audits are held. You see no problem with this as long as the audit results are positive.

Constant caution is vital! The risk of personal information leaks is not present only on days when audits take place. Regardless of whether an audit is taking place, always strive for proper management of information.

Correct answer



When there are unclear points concerning information management, you ask questions to superiors or the department in charge of information management.

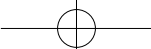


There is no need to check the workplace's information protection policies and rules until some trouble occurs.

It is necessary to confirm the workplace's information protection policies and regulations in advance! The workplace's thinking concerning information handling and the rules that must be followed are a basic foundation for executing work.







Q7

Please select and place a check next to the choice that you think is appropriate concerning bringing documents and items into the workplace.



Bringing mobile phones into the workplace is prohibited, but you do so without superiors' knowledge as you may receive important phone calls.

**Act in accordance with workplace rules! In unavoidable circumstances, check with superiors.**



New products have appeared on the manufacturing line. Seeing the products for the first time, you took great interest and so took photos with your mobile phone to share with friends by email.

**This may result in the leak of information outside the company. For a company, information on new products is confidential information that is strictly managed. Even taking pictures without the permission of superiors may be prohibited behavior.**



An ID card must be put through a security system when entering the factory or workplace. You forgot your card and so borrowed one from a friend.

**ID cards are granted on an individual basis, for the purpose of identifying individuals. The lending of ID cards is prohibited even among friends in the workplace.**

Correct answer



Items that can be brought into the workplace are strictly restricted. You brought your own PC, but entered the workplace only after placing it in a locker before the entrance.

Q8

Please select and place a check next to the choice that you think is appropriate concerning care to be taken when using social media and social networks (LINE, 2channel, blogs, Facebook, Mixi, Twitter, YouTube, websites, and other Internet-based information communication media).



As your Facebook settings allow viewing of information by only restricted persons even among your own acquaintances, you share information learned in work.

**Posting work information to social media or social networks is prohibited! Even if among a limited number of users, information will be leaked to third parties who should not have that information. In addition, if a viewer further spreads the information, the information may spread without limit.**



As you use Twitter under a handle name and with your identity hidden, there is no problem with your posting rumor of the company or department, information on business partners, etc.

**Posting work information to social media or social networks is prohibited! Even if among a limited number of users, information will be leaked to third parties who should not have that information. In addition, posting content that slanders or infringes on the privacy of others is prohibited.**



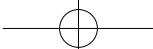
You write information learned at work on a Mixi blog (diary) so as not to forget it.

**Posting work information to social media or social networks is prohibited!**

Correct answer



You use multiple social networks, but limit what you write to private content, and do not write information concerning your job or obtained through work.



**Q9** Please select and place a check next to the choice that is the information requiring the most care in handling.

- ☐ Company information posted on the company website  
As this information is made public, it does not require management as strict as when handling confidential information. However, appropriate management is required, so take sufficient care in its handling.
- ☐ Information contained in business cards received from business partners  
As this information is intended for wide distribution outside of the company, it constitutes personal but not confidential information. However, manage received business cards appropriately.
- ☐ Anonymous questionnaire results  
This information does not require management as strict as when handling confidential information. However, even if anonymous, it may contain important information or information that allows the identification of individuals, and thus requires proper management. Take sufficient care with its handling.

Correct answer

- ☒ ID and password for the customer management system

**Q10** Please select and place a check next to the choice concerning handling of information in the workplace that does not necessarily need to be confirmed in advance.

- ☐ The nature of information handled in work
- ☐ The storage location for documents and recording media containing information
- ☐ Contact information in the event of trouble involving information management

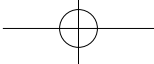
Correct answer

- ☒ The location of conference rooms  
Locations for storing information handled in work and methods for making contact in the case of trouble are matters that should be confirmed in advance when handling information.

### How were your results?

The content checked through this information management training consists of basic matters concerning information management. In performing work, confirming your workplace's rules in advance is important and is a first step toward earning trust. You are required to learn the rules and follow them without fail. Continue to take responsibility for your own actions and be active as a trusted working adult.





## 4 Once Work Begins

### 1 The start of work

A dedicated person in charge will provide support.

Consult with this person regarding any troubles.



Work is possible even without experience!

### 2 Punching/entering the time card

Please accurately fill in or punch your attendance record on the workplace's time card every day.



### 3 Payment of wages

In principle, work is on an hourly basis, paid once per month based on the time card.



### 4 Contract renewal / contract termination

Renewal/termination of the contract is decided between the temp work host and the worker.



Observe the contract period.

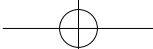
### 5 To the next job

The coordinator in charge will introduce the next job.

The next job will be introduced in accordance with your preferences and skills.  
You can increase your skills through jobs.



That's a relief, even when the work period has ended!



## 5 Important Notes When Starting Work



You will be working as a staff member of Techno Service. At that time, it is also important to have the mindset of a member of the temp work host. Please build smooth and trusted human relationships in the workplace, and fully exert your capabilities.

### 【 8 Preparations 】

#### 1 ▶ Make the effort to fit into the workplace

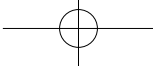
As a first step, make the effort to fit in with the workplace environment of the temp work host. Greetings are a foundation for communication. Take the lead in offering cheerful greetings to people from other departments or outside the company as well.

#### 2 ▶ Be punctual

The first step toward earning trust is to be punctual. Sudden lateness, absenteeism, and leaving early create trouble for others, and, above all, cause loss of trust. In unavoidable cases, be sure to contact the workplace and Techno Service before the start of working hours.

#### 3 ▶ Maintain a personal appearance that instills trust

Make the effort to maintain a personal appearance that causes no discomfort to others and invites trust from all. Please avoid inappropriate grooming, such as hair sticking out from a hat or hair net, extreme hair colors, unshaved facial stubble on men, etc.



#### 4 ▶ **Protect company secrets and personal information obtained in work**

All content of work, and all text, documents, and business records seen in the workplace constitute company secrets of the temp work host. Handle information obtained in work appropriately and carefully.

#### 5 ▶ **Observe the contract period**

Abandoning a job during the contract period not only creates trouble for the temp work host but also causes you to lose credit as a working member of society. If you have become unable to continue a job without waiting for the end of the contract period due to unavoidable circumstances, be sure to contact Techno Service.

#### 6 ▶ **Pay heed to health and safety**

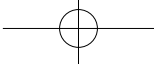
In the workplace, obey work procedures and other rules, and, placing safety and health first, ensure comfortable working life without accidents.

#### 7 ▶ **Obey traffic rules and drive safely**

Always wear a seatbelt when commuting to work, observe traffic rules and manners, and strive to drive safely without rushing.

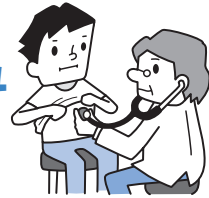
#### 8 ▶ **If the temp work host requests changes in the terms of work, be sure to contact Techno Service**

If the temp work host directly requests changes in contract period, terms of work, work duties, etc., do not make judgments and respond on your own. Contact your employer, Techno Service. As an example, even if the temp work host and you conclude an agreement, it will not be a valid contract. Making changes without permission may lead to irrevocable accidents. Avoid these at all costs.



## 6 Health Management

### 【Lifestyle habits】



#### Meals

Try to eat three daily meals at regular times. Going to work without eating can leave you feeling unfocused and unable to concentrate on work during the morning, or can even lead to accidents.

#### Rest

Get sufficient nutrition and sleep, and go to bed and wake up at regular hours to create a lifestyle rhythm.

#### Exercise

Make a habit of getting adequate exercise.

### 【Health management】

#### Drink responsibly

Maintain a strong commitment to not drink more than is appropriate, not drink late at night before a work day, etc. Don't lose sight of manners when drinking with others, either.

#### Avoid stress build-up

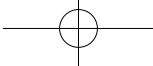
Actively take breaks to change your mood. Get full-body exercise 2-3 times per week, make time to concentrate on interests, enjoy human relationships away from work, and otherwise find your own ways to avoid the build-up of stress.

#### Speak up if feeling unwell

If you are feeling unwell, be sure to speak to the workplace leader or responsible party, and to Techno Service. Overwork can result in accidents.

#### ● Regular health checkups

Techno Service offers regular health checkups, once per year in principle, for workers' health management. Information is sent regularly to persons who have worked for a certain period and who meet the qualifications for health checkups.



## 7 Eliminating Sexual Harassment

Sexual harassment places other persons in positions of disadvantage or creates discomfort through sexual behavior against the will of others. This can have a serious impact on enabling people to work to the best of their capabilities.

### **Examples of sexual harassment**

Sexual harassment involves a person taking advantage of a position of power to direct sexually discomforting words and actions toward someone in a weaker position.

Examples:

- Asking about physical measurements, or making physical attributes the topic of conversation
- Expressions like "for a woman..." or "for a man..."
- Refusal to forward work communications after being turned down in request for socializing; etc.

### **Eliminating sexual harassment**

Just as everyone bears the possibility of being the object of sexual harassment, everyone bears the possibility of being the source of it. It often involves unconsciously creating discomfort or harming the feelings of others. As such, thoughtfulness toward others is said to be the remedy that prevents sexual harassment. Remain aware that different people may take such behavior in very different ways, and strive to engage in communication that respects others' positions.



Techno Service has established "Rules Concerning the Prevention of Sexual Harassment in Temporary Employees" (p. 47) and a consultation desk.

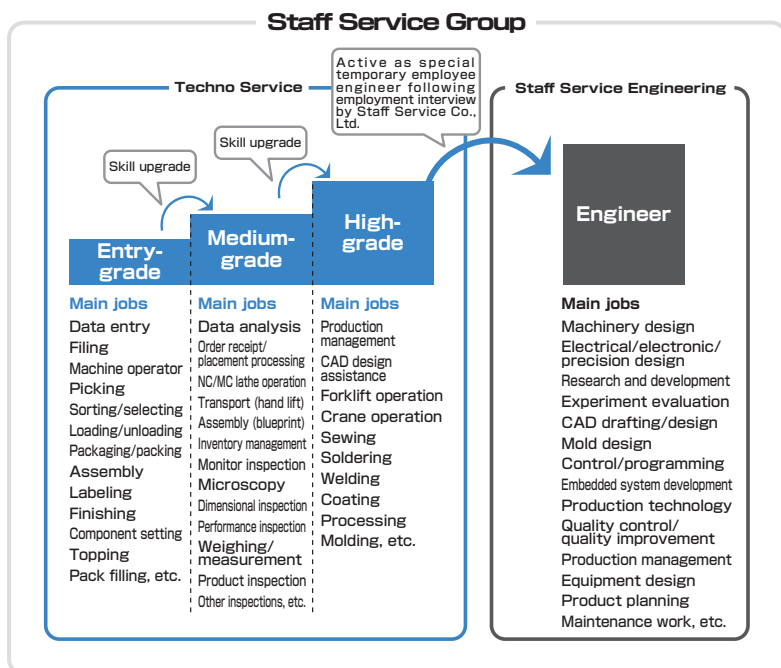
**Sexual Harassment Hotline: 0120-110-151**  
(9 am - 7 pm) Mon.-Fri., excluding holidays

## 8 Career Formation

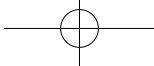
Techno Service offers an extensive range of jobs. Staff can select higher-level work in accordance with their skills, and can further polish skills.

Taking the manufacturing field as an example, persons wishing to increase their skill level can be active in wide-ranging technical categories such as electrical/electronic, machine, and software development/design as special temporary employee engineers (regular employees and contract employees) of Staff Service Co., Ltd.

<Concept for career formation in the manufacturing field>







## 9 Wages

Wages are paid once per month, on an hourly wage system. Wages are based on your attendance record and are paid to your bank account.

### 【Wage payment date】

**Month-end closing** → Paid on 25th of following month (or previous business day in the case of a bank holiday)

### 【Wage calculation method】

Wages are calculated in accordance with the Labor Standards Act.



Total pay amount = (hourly wage x number of actual working hours) + allowances + (premium hourly rate x number of actual premium working hours)

\*Differs by job content and temp work host

Net pay amount = Total pay amount - income tax - statutory insurance premiums, etc.

\* Premium working hour pay applies if 1-day actual working hours exceed 8 hours.

\*Income tax is deducted in accordance with the Income Tax Act.

\*Statutory ratio of premium hours

- Statutory overtime hours ... Hourly wage × 1.25
- Late-night work ... Hourly wage × 1.25
- When actual working hours exceed 8 hours and extend into the late-night time zone ... Hourly wage × 1.5
- When statutory overtime hours exceed 60 hours ... Hourly wage × 1.5
- Statutory holiday work ... Hourly wage × 1.35
- When statutory holiday work extends into late night ... Hourly wage × 1.6

## Setting up My Page to confirm payment statements

Payment statements can be confirmed on Hatarakunavi's "My Page for Working Persons." Please [set up My Page](#) after confirming the procedures for doing so.



### How to set up My Page

For procedures on setting up the page, proceed from this QR code.

\*My Page can also be set up from the Hatarakunavi website.



**働くナビ!** Human resources services/staffing Recruitment site  
**www.hatarakunavi.net**

Hatarakunavi

Search



- An employee code is required to set up My Page.  
Confirm your employee code on your Statement of Employment Terms, time card, or exemption for dependents filing.
- My Page can be used from the day following application.
- Enable the receipt of email from the following domain.  
@staffservice.ne.jp

## About the payment statement distribution date

Payment details can be viewed from 10 am, 3 business days prior to the wage payment date.

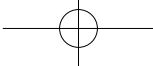
## About the tax withholding slip

From the middle of January in the year after wage payments were made, the slip can be checked on My Page.

Persons who terminated the contract during the year and who need the slip urgently are asked to contact the Clerical Center.



**Techno Service Clerical Center 0120-232-040**  
(9 am - 7 pm) Mon.-Fri., excluding holidays



# 10 About Taxes and Deductions

## Submit an "Application for Exemption for Dependents of Employment Income Earner" form every year

Please submit this document every year, as it is a necessary document for monthly tax calculation and year-end adjustment. If it is not submitted, not only may you not receive exemptions at the withholding stage, but your income tax rate may increase.

### About year-end adjustment

<Persons eligible for year-end adjustment>

Techno Service makes year-end adjustments for persons who receive the wage payment in December, and have submitted the Application for Exemption for Dependents and necessary documents for year-end adjustment.

The target for adjustment is total wages paid from January to December.

If there is wage income from sources other than Techno Service, withholding slips for those amounts are necessary.

<Persons who did not perform year-end adjustment>

Please perform tax return procedures at your local tax office by the prescribed time in the following year.

\*Information will be sent separately to eligible persons.

\*Refunds for year-end adjustment will be transferred to the bank account used for wage payment transfer.

### About the tax withholding slip

A tax withholding slip will be distributed on My Page in January to persons who were paid wages from Techno Service even once during the year. If the slip is needed urgently or separately, please contact the Clerical Center.

\*See p. 25 for information on setting up My Page.



**Techno Service Clerical Center 0120-232-040**  
(9 am - 7 pm) Mon.-Fri., excluding holidays

# 11 Social Insurance

Techno Service is a workplace to which industrial accident compensation insurance, health insurance, employees' pension insurance, and employment insurance apply.\* A monthly insurance premium is borne by staff and Techno Service for social insurance, which reduces the burden of expenses in the event of injury, illness, unemployment, and other emergencies.

\*Procedures for enrollment in and loss of insurance are conducted in accordance with laws.

## Industrial accident insurance (industrial accident compensation insurance)

Industrial accident insurance is applicable to injuries caused by accidents occurring during work or commuting. It applies to all persons who perform work from Techno Service.

## Health insurance

This insurance aims to stabilize the livelihood of insured persons and their families against injuries, diseases, childbirth, and insurable fatal accidents.

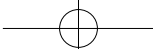
## Employees' pension insurance

This insurance is for the purpose of guaranteeing livelihood in senior years, or when physical disabilities exist.

## Employment insurance

This insurance is for the purpose of guaranteeing livelihood when out of work or when the continuation of work is difficult.





## 【What persons can enroll?】

Persons who meet certain conditions for enrollment are required by law to enroll in social insurance.

### Health insurance / Employees' pension insurance

- In principle, working hours per month are 120 hours or more and the contract period exceeds two months
- Alternately, scheduled working hours are 20 hours or more per week and wages converted to a monthly basis are expected to be ¥88,000 (equivalent to ¥1.06 million per year) or more, and the employment contract is not specified as being less than one year

### Employment insurance

- Scheduled working hours on the Statement of Employment Terms are expected to be 20 hours or more per week and employment is expected to be 31 days or more

## 【How to enroll?】

Information on enrollment procedures will be provided separately. Please prepare the following documents.

- **Pension notebook**  
(copy of the page showing basic pension number is acceptable)
- **Employment Insurance Certificate of Insured Person**  
(unnecessary for persons who were not enrolled in employment insurance in the past)
- **Social insurance enrollment certificate**  
(sent together with information on enrollment procedures)

### Persons enrolled in national health insurance

When the enrollment procedures with Techno Service are completed and a new Certificate of Insured Person has been sent, please perform the insurance switchover procedures on your own at the local municipal office.

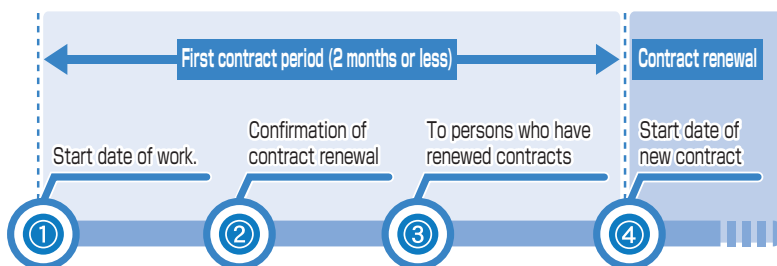


Contact the following for information about the types of insurance.

**Techno Service Clerical Center 0120-232-040**  
(9 am - 7 pm) Mon.-Fri., excluding holidays

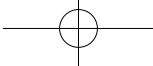
## About contract renewal and the social insurance enrollment period

### Persons for whom the initial contract period is 2 months or less

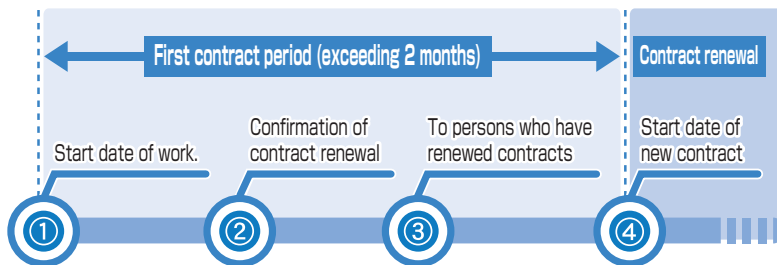


- ① This is the start date of work.
- ② About 30 days before the contract deadline, Techno Service will explain the renewal status.
- ③ Techno Service will mail the Statement of Employment Terms for the new contract.
- ④ If a contract exceeding 2 months from the start date of work is concluded as a result of the renewal, Techno Service will perform the social insurance (health insurance/employees' pension) enrollment procedures.  
 The social insurance enrollment date will be the first day of the contract exceeding a total of 2 months from the start date of work.  
 On or after the first day of the new contract, Techno Service will send a Health Insurance and Employees' Pension Certificate of Insured Person to persons who have completed social insurance enrollment procedures. As the original insurance certificate is created at the Japan Health Insurance Association, please be aware that it may take up to about one month.

\*Enrollment in employment insurance will occur at the point at which there is expectation of employment for 31 days or more from the start of work. Techno Service will send you the Guide to Social Insurance Enrollment Procedures when employment insurance enrollment eligibility has been obtained. You are requested to perform the procedures promptly.



## Persons for whom the initial contract period exceeds 2 months



**① This is the start date of work.**

The Guide to Social Insurance Enrollment Procedures will be mailed. Please follow the procedures.

*The date of enrollment in health insurance, employees' pension insurance, and employment insurance is the start date of work.*

Techno Service will send a Health Insurance and Employees' Pension Certificate of Insured Person to persons who have performed social insurance enrollment procedures. As the original insurance certificate is created at the social insurance office, please be aware that it may take up to about one month.

**② About 30 days before the contract deadline, Techno Service will explain the renewal status.**

**③ Techno Service will mail the Statement of Employment Terms for the new contract.**

**④ This is the start date of the new contract.**

# 12 Paid Time Off

Techno Service has established a paid annual time off program to enrich the lifestyles of staff. Please take leave in planned fashion to get refreshed and engage in work again with a fresh state of mind.



## Eligibility to take leave

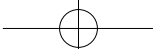
Eligibility to take paid annual time off is incurred at the point that 6 months have passed since the date of first work for Techno Service. Following that, a prescribed number of days is granted each year, according to number of years of service. (However, the number of days granted is limited to 20 days.)

## Number of days granted

Based on the number of years of service since the date of reckoning and on the number of days of work during that period, paid annual time off will be granted in the following fiscal year in accordance with the table below.

No. days of work (no. days of attendance)		No. of years of service						
No. days of work in initial half year	No. of days of work in year	6 mo.	1 yr. 6 mo.	2 yr. 6 mo.	3 yr. 6 mo.	4 yr. 6 mo.	5 yr. 6 mo.	6 yr. 6 mo. or more
86 days or more	173 days or more	10 days	11 days	12 days	14 days	16 days	18 days	20 days
67-85 days	135-172 days	7 days	8 days	9 days	10 days	12 days	13 days	15 days
48-66 days	96-134 days	5 days	6 days	6 days	8 days	9 days	10 days	11 days
29-47 days	58-95 days	3 days	4 days	4 days	5 days	6 days	6 days	7 days
19-28 days	38-57 days	1 day	2 days	2 days	2 days	3 days	3 days	3 days
18 days or less	37 days or less	0 days	0 days	0 days	0 days	0 days	0 days	0 days





## 【To apply】 **Note:** Please follow the rules when applying!

### (1) Contact the person in charge of the temp staff host

Tell the person in charge of the temp staff host that you intend to take leave.



### (2) Contact Techno Service

Short-notice applications can impede work and productivity plans. As the dispatch of a replacement person may be necessary, please contact the Clerical Center at an early stage. Note that payment for paid time off may be delayed if contact is late.



**Techno Service Clerical Center 0120-232-040**  
(9 am - 7 pm) Mon.-Fri., excluding holidays

### **Notes**

- The effective period for paid time off is 2 years from the incurring of eligibility to take leave.  
However, if the date of reckoning expires, the eligibility to take leave will expire at the same time. The use of paid time off is limited to contract work dates.
- Paid time off cannot be taken on non-working days. In addition, paid time off cannot be purchased.
- The dates of use of paid time off may be changed if the dates would impede the normal operation of work.

## 13 Childcare Leave and Nursing Care Leave

Techno Service has established programs for childcare leave and nursing care leave, as systems to support the balancing of childcare and work and of nursing care and work.

For details, see the Regulations (p. 43-).

\*Please inquire to the Clerical Center concerning childcare leave and nursing care leave.



## Regulations

The following provide for matters essential to work. Be sure to read these!

- ▶ **Work Regulations for Temporary Employees**
- ▶ **Regulations Concerning Maternity Health Care**
- ▶ **Regulations Concerning Childcare Leave, Childcare Shortened Working Hours, and Child Nursing Care Time Off**
- ▶ **Regulations Concerning Nursing Care Leave and Nursing Care Shortened Working Hours**
- ▶ **Regulations Concerning the Prevention of Workplace Harassment of Temporary Employees**
- ▶ **Regulations for the Handling of Personal Information, etc.**
- ▶ **Regulations for Dormitory Management**
- ▶ **Labor-management Agreements Concluded at Techno Service**



## ► Work Regulations for Temporary Employees

These regulations are also posted on My Page.

### Objectives

Article 1 These Work Regulations are established with regard to the terms of work of temporary employees (hereinafter "staff"), based on the worker dispatch business of Techno Service Co., Ltd. (hereinafter "the Company").

### Means of Operation

Article 2 Staff must read these regulations at the time the determination of employment is made or when needed, and must be thoroughly familiar with the content. Staff must also request explanations regarding any questions, etc. concerning the regulations.

- 2 Staff must obey these regulations and must value the rules and relationships of trust with the temporary work hosts (hereinafter "temp work hosts") and with the employees.
- 3 The failure of staff to read these regulations will not be recognized as an excuse for matters.

### Employment

Article 3 The Company will employ persons as necessary, from among persons who wish to work as staff and who have registered with the Company.

- 2 Upon becoming employed, staff must submit a number allowing identification as an individual (My Number) and other documents specified by the Company.
- 3 Upon employing a person as staff, the Company will individually issue a Notification and Declaration of Temporary Worker and Working Conditions (hereinafter "Statement").

### Period of Employment

Article 4 The employment period for staff will be a period of up to 3 years specified by the employment contract. The employment contract will terminate upon the expiration of the period. However, the contract may be renewed as necessary.

- 2 The decision to renew will be made with comprehensive consideration of the following items.
  - (1) Changes in the content of work and the volume of work upon expiration of the contract term
  - (2) The ability, work record, attitude, and health condition of the staff person
  - (3) The progress of work in which the staff person is engaged
  - (4) The business condition of the Company or temp work host
  - (5) Other matters conforming to the preceding items

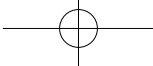
### Probation Period

Article 5 The probation period for staff will be one month. If a staff person is deemed unqualified during the probation period, the employment may be revoked. However, the Company may dismiss staff within 14 days from the starting date, without setting a notice period, in accordance with the provisions of Article 21 of the Labor Standards Act.

### Resignation

Article 6 In the case that any of the following items applies, a staff person will resign and lose the status of staff on the date on which the item became applicable.

- (1) The contract period has expired.
- (2) The staff person has requested resignation for personal reasons, the Company has approved the request, and the date of resignation has arrived. When seeking to resign due to personal reasons, staff must in principle make the request at least 14 days in advance.
- (3) The staff person has died. (The date of death will be considered the date of resignation.)
- (4) Absence from work without permission has continued for two weeks. (This will be deemed intent to resign on the part of the staff person.) However, when the Company has determined that the staff person was unable to contact the Company due to unavoidable circumstances, it may revoke the preceding.
- (5) The date of resignation, in accordance with requested resignation as outlined in Article 36, has arrived.
- (6) An employment contract has been established between the temp work host and the staff person, in accordance with Article 40-6, Paragraph 1 (the deemed offer of an employment contract) of the Act for Securing the Proper Operation of Worker Dispatching Undertakings and Protection of Dispatched Workers.



#### Location of Work

- Article 7 Upon becoming employed, staff will engage in work at temp work hosts designated by the Company.
- 2 In principle, the Company will not issue orders for transfer to staff. However, the Company may issue orders for transfer when any of the following items applies, or when otherwise deemed necessary for work.
- (1) The temp work host or location of work has changed due to the securing of a new work location in accordance with the termination of the temp work contract during the employment contract period
  - (2) The work location has changed due to relocation of the temp work host at which a staff person is working

#### Content of Work

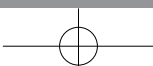
- Article 8 The content of the work in which staff should engage will be clearly stated in writing by the Company, based on the worker dispatch contract.
- 2 Staff will engage in the work set forth in the preceding paragraph in accordance with the instructions and orders of the temp work host, and may not refuse the work without just cause.

#### Discipline

- Article 9 Staff must comply with the following items.
- (1) Work in accordance with instructions and orders for work, based on these Work Regulations and the Statement.
  - (2) Work with full fidelity and in good faith while striving to maintain good health, so as to demonstrate vocational capabilities.
  - (3) Do not disclose confidential and personal information obtained during work, whether while employed or after resignation.
  - (4) Maintain discipline in the workplace of the temp work host, observe cautions concerning the use of facilities, and do not disrupt the public morals and order of the workplace.
  - (5) Provide notice in accordance with prescribed methods when going to or leaving work, arriving late at work, leaving early from work, or absent from work.
  - (6) During working hours, concentrate on your duties and do not leave the workplace without permission.
  - (7) Dress appropriately for the workplace during working hours, and maintain a polite manner of speaking and attitude that is cheerful and kind toward others.
  - (8) Do not take workplace supplies, documents, etc. out of the workplace without permission.
  - (9) Handle workplace equipment, machinery, instruments, and other supplies with care, pay heed to the prevention of fire and theft, and strive for tidiness and order.
  - (10) Do not bring unnecessary money and valuable goods, personal items other than everyday carried items, etc. into the workplace.
  - (11) In the performance of work, strictly adhere to the Regulations for the Prevention of Harassment in the Workplace set forth separately, and do not engage in the following acts with regard to other concerned parties (including but not limited to officers, employees, temporary employees, contractors, and business partners' employees), whether inside or outside the company.
    - (i) Sexual words and actions in violation of others' will
    - (ii) Words and actions that infringe upon others' character and dignity
    - (iii) Acts that harm the workplace environment for stated reasons of pregnancy, childbirth, childcare leave, nursing care leave, etc.

#### Confidentiality Obligations

- Article 10 Staff must not leak or disclose to any third party trade secrets of the Company or temp work hosts, matters that would be disadvantageous to the Company or temp work hosts, etc., and must not use these for personal gain or the gain of competitors or any other third party.
- 2 Personal information, trade secrets, etc. obtained previously through work, at temp work hosts, etc. must not be disclosed to or used at the Company or temp work hosts.





### Prevention of Harassment

- Article 11 Staff must not cause discomfort for others through sexual behavior in the workplace or locations related to work, or engage in actions (harassment) that would worsen the environment of the workplace.
- 2 If actions corresponding to harassment have been committed, disciplinary action will be taken in accordance with Article 36.
- 3 Harassment is covered in the separate Regulations for the Prevention of Harassment in the Workplace.

### Handling of Personal Information

- Article 12 With regard to the handling of personal information, staff must observe the Regulations for the Handling of Personal Information, etc.

### Prohibition Against Commuting by Personal Car, etc.

- Article 13 Staff must not use a personal vehicle (including motorcycle or motor bicycle) for work or to commute to work. However, this will not apply if the use of a personal vehicle is absolutely necessary for commuting or work, and if the Company recognizes that its related requirements have been met.

### Working Hours

- Article 14 In principle, the working hours of staff will be 8 hours per day. The start and finish times for work and break times will be set forth in a separately issued Statement, in accordance with the form of employment of the temp work host and within the range of 40 hours a week.
- 2 When necessary according to the form of employment of the temp work host, a modified work hour system may be implemented for all or some staff.
- 3 When implementing a modified work hour system on a monthly basis, in principle, the 1st day of the month will be set as the start date, and average working hours will not exceed 40 hours per week. In addition, working hours for each day and for each week will be separately set before the beginning of the modified period.
- 4 In principle, flex time systems will not apply to staff.
- 5 The starting day of the week will in principle be Monday.

### Non-working Days

- Article 15 The non-working days of staff will, in principle, be separately set forth in the Statement, based on non-working days set by the temp work host and within a scope of at least 1 day per week or 4 days per 4 weeks.
- 2 A non-working day per the preceding paragraph may, due to circumstances of work and with advance notice given by the preceding day, be changed to another day.

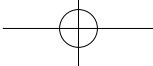
### Overtime Work and Non-working Day Work

- Article 16 Due to circumstances of work, the Company may require overtime work and non-working day work, within the scope of agreements set forth in Article 36 of the Labor Standards Act. However, if special circumstances set forth in agreements with special clauses arise in the Company and the temp work host, then following discussions between labor and management, the number of hours of overtime work can be further extended within the scope set forth in the agreement.

### Paid Annual Time Off

- Article 17 When staff have worked 6 months or longer since the date of employment, or have worked continuously for 1 year 6 months or longer, paid annual time off will be granted for every 1 year of work, counting from the day on which work exceeds 6 months, in accordance with the following table.

No. days of work (no. days of attendance)		No. of years of service							
No. days of work in initial half year	No. of days of work in year	6 mo.	1 yr. 6 mo.	2 yr. 6 mo.	3 yr. 6 mo.	4 yr. 6 mo.	5 yr. 6 mo.	6 yr. 6 mo. or more	
86 days or more	173 days or more	10 days	11 days	12 days	14 days	16 days	18 days	20 days	
67-85 days	135-172 days	7 days	8 days	9 days	10 days	12 days	13 days	15 days	
48-66 days	96-134 days	5 days	6 days	6 days	8 days	9 days	10 days	11 days	
29-47 days	58-95 days	3 days	4 days	4 days	5 days	6 days	6 days	7 days	
19-28 days	38-57 days	1 day	2 days	2 days	2 days	3 days	3 days	3 days	
18 days or less	37 days or less	0 days	0 days	0 days	0 days	0 days	0 days	0 days	



- 2 Time off will be granted at the time requested by the individual. However, this may be changed to another time if the dates would impede the normal operation of work or in the case of other unavoidable circumstances.
- 3 Paid annual time off may be requested for only 2 years during the period of employment, counting from the day on which eligibility to take leave was incurred.
- 4 When staff have obtained paid annual time off, the Company will pay the normal wages that are paid when staff have worked for the contractual working hours.

#### Measures Concerning Maternity Time Off, Childcare Hours, Menstrual Time Off, and Maternal Protection

Article 18 Measures concerning maternity time off, child care hours, menstrual time off, and maternal protection will be as stipulated by the Labor Standards Act and other laws. However, periods and hours in which staff did not engage in work will be unpaid.

#### Childcare Leave, Childcare Shortened Working Hours, and Child Nursing Care Time Off

Article 19 Matters concerning childcare leave, childcare shortened working hours, and child nursing care time off are set forth in Regulations Concerning Childcare Leave, Childcare Shortened Working Hours, and Child Nursing Care Time Off.

#### Nursing Care Leave, Nursing Care Shortened Working Hours, etc.

Article 20 Matters concerning nursing care leave, nursing care shortened working hours, etc. are set forth in Regulations Concerning Nursing Care Leave and Nursing Care Shortened Working Hours.

#### Public Service Time Off

Article 21 When a staff person has been selected as a prosecution councilor or lay judge (including alternate councilor or candidate) and has executed those duties, public service time off will be granted for the number of days or hours required for the duties.

- 2 Public service time off will be unpaid.

#### Wages

Article 22 The wages of a staff person will be determined based on the individual's ability, years of experience, qualifications, age, work conditions, and terms of work.

- 2 In principle, the wages of staff persons will be hourly, and commuting expenses and other allowances will not be paid.
- 3 In principle, wages will be paid by transfer to a bank account specified by the staff person, with deductions made at the time of payment for income tax and other matters specified by law.
- 4 Hourly staff wages will in principle be paid once per month, with the last day of the month as the cutoff date and the 25th of the following month as the payment date.
- 5 The payment of staff wages on a monthly basis will in principle have the last day of the month as the cutoff date and the 25th of the following month as the payment date.
- 6 If the payment date falls on a holiday or a financial institution holiday, payment will be made on the preceding business day.
- 7 In cases in which, during the period of employment, staff are placed on leave due to reasons attributable to the Company, the Company will pay an allowance to staff in accordance with the Labor Standards Act.

#### Overtime Allowance, Non-working Day Work Allowance, Late-night Work Allowance

Article 23 When staff has worked in excess of the contractual working hours, the Company will pay premium wages based on the following calculation method.

##### (1) Overtime work

For work in excess of contractual working hours

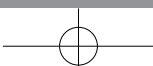
Hourly rate x 1.0 x number of unscheduled working hours

For work in excess of statutory working hours, up to 60 hours per month

Hourly rate x 1.25 x number of working hours in excess of statutory hours

For work in excess of 8 hours per day or 40 hours per week under the modified work hour system, up to 60 hours per month

Hourly rate x 1.25 x number of working hours in excess of statutory hours





For work in excess of statutory working hours, and in excess of 60 hours per month  
Hourly rate x 1.50 x number of working hours in excess of statutory hours exceeding 60 hours

For work in excess of 8 hours per day or 40 hours per week under the modified work hour system, and in excess of 60 hours per month  
Hourly rate x 1.50 x number of working hours in excess of statutory hours exceeding 60 hours

(2) Statutory holiday work

Hourly rate x 1.35 x number of hours of statutory holiday work

(3) Late-night work (10 pm - 5 am)

Hourly rate x 0.25 x number of late-night working hours

### Wage Raises

Article 24 The Company may provide wage raises to staff.

### Bonuses

Article 25 The Company does not pay bonuses to staff.

### Retirement Payments

Article 26 The Company does not pay retirement payments to staff.

### Measures for Career Advancement

Article 27 The Company will implement the necessary training and other education to enable staff to acquire skills and knowledge necessary for work.

- 2 The Company will instruct staff to undergo education and training by means designated by the Company. In this case, the staff must not undergo courses for a length of time in excess of that specified by the Company. Time spent in courses in excess of the specified length of time will not be recognized as working hours. In addition, the staff is prohibited from taking courses during hours prior to temporary work hours on contractual work days, during late-night hours (10 pm - 9 am), and on statutory holidays.
- 3 When staff have taken education and training courses, the Company will separately determine and pay hourly wages. However, when staff have taken courses by means other than those specified by the Company, the Company will not pay hourly wages.
- 4 In addition to the preceding items, the Company will secure opportunities for consultation concerning career advancement, at the request of staff.

### Notifications of Social Insurance, etc.

Article 28 Upon obtaining a Certificate of Insured Person for social insurance, etc. in accordance with the provisions of laws and ordinances, staff will promptly present said items to the person in charge at the temp work host, and will receive confirmation that staff are appropriately enrolled in social insurance etc.

### Health and Safety

Article 29 The Company will take necessary measures to prevent work-related accidents and ensure health in staff.

- 2 Staff must follow measures concerning health and safety implemented by the Company and temp work hosts.
- 3 Upon discovering a work-related accident or learning of the danger of such, staff must take expedited countermeasures and strive to minimize the damage.

### Health Checkups

Article 30 The Company will implement health checkups for staff at least once per year. Staff who do not wish to undergo health checkups conducted by the Company must undergo health checkups by other physicians and must submit documents certifying the results to the Company.



### Welfare Benefits

Article 31 The Company must take necessary measures for welfare benefits for staff.

### Work-related Accident Compensation

Article 32 In the event of Injury, illness, or death of staff due to work-related accidents during work or commuting, compensation will be handled in accordance with the Industrial Accident Compensation Insurance Act.

### Prohibited Matters

Article 33 Staff must not engage in the following actions.

- (1) Actions that hurt the credibility of the Company or temp work host, or actions that are dishonorable.
- (2) Political activities, religious activities, or other side-business activities at the Company or the temp work host.
- (3) Leaking personal information or trade secrets learned through work at the Company or the temp work host.
- (4) Hindering the normal operation of work or disturbing the discipline and order of the workplace.
- (5) Engaging in work with clothing, makeup, hairstyle, hair dye, etc. that is unconventional and peculiar.
- (6) Actions that place others at a disadvantage or are deemed to harm the working environment through sexual behavior unwelcome by others (i.e., sexual harassment).
- (7) Regardless of the term of employment, staff may continue to perform temporary work within the same organizational unit in the same temp work host workplace for a period of 3 years. Work in excess of this period will not be allowed and will be considered absence from work. In this case, the company will not pay wages during the period of absence from work if the absence is attributable to the fault of the staff.
- (8) When a staff person has previously been employed directly as an employee of a temp work host designated by the Company, regardless of form of employment, the staff person must immediately inform the Company of this. Moreover, the staff person may not perform work at that temp work host until 1 year has elapsed from the date on which the staff person left employment at the temp work host, other than as provided for by laws and ordinances.
- (9) Actions other than the preceding items, which are recognized as improper in terms of societal norms.

### Furlough

Article 34 The Company may order furlough for staff to whom any of the following applies.

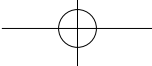
- (1) The staff person demonstrates poor attendance without rectification following warnings, or is repeatedly absent or late without just cause.
  - (2) The staff person does not follow the instructions and orders of the temp work host, or does not obey the regulations established by the temp work host.
  - (3) The staff person disturbs or risks disturbing the public morals and order of the temp work host.
  - (4) The staff person has violated these Work Regulations.
  - (5) The staff person has caused or tried to cause damage to the Company or temp work host intentionally or through negligence, other than as in the preceding items.
- 2 When the Company has ordered furlough, staff must wait at home and remain able to receive contact from the Company.
  - 3 During furlough, staff must not leave home during the working hours specified in the previous employment contract.

### Dismissal

Article 35 A staff person may be dismissed when any of the following applies.

- (1) The staff person demonstrates a poor work record or work efficiency, and is deemed to be unsuited to employment.
- (2) The staff person's work status is poor, and it is deemed that the staff person cannot carry out work responsibilities.
- (3) The staff person has been deemed unable to endure work due to mental or physical disabilities, or has been deemed capable of providing only incomplete work.
- (4) The staff person has been deemed unsuitable as staff before the expiration of the probation period.





- (5) Business continuity has become difficult due to business circumstances, natural disaster, or similar circumstances.
- (6) It has become impossible to secure temp work hosts due to unavoidable business circumstances on the part of the temp work hosts, natural disaster, or similar circumstances, and there is difficulty in shifting the staff person to other work duties.
- (7) Other unavoidable circumstances conforming to the preceding items.
- 2 When dismissing a staff person in accordance with Paragraph 1, the Company will issue a certificate stating the reason for the dismissal if requested by the staff person.
- 3 The Company will not dismiss staff solely for reason of termination of the worker dispatch contract.

#### Types of Disciplinary Punishment

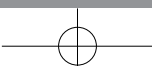
Article 36 Disciplinary punishment will be of the following 5 types and will be carried out as follows, in accordance with circumstances.

- (1) Reprimand: The staff person will present a written explanation, and will reflect on the actions.
  - (2) Wage cut: The staff person will present a written explanation, and the staff person's wages will be reduced by an amount of 1/2 day's average wage per incident, not to exceed 1/10 the total wage amount during the wage payment period in question.
  - (3) Suspension: A written explanation will be taken and work will be suspended for up to 7 working days per incident, during which time wages will not be paid.
  - (4) Requested resignation: The staff person will be advised to submit a letter of resignation, and the staff person's resignation will be accepted. Punitive dismissal will be applied if the letter of resignation is not submitted.
  - (5) Punitive dismissal: The staff person will be dismissed at once without a dismissal warning period. In addition, if approval has been received from the director of the labor standards office which has jurisdiction over the workplace, a dismissal notification allowance will not be paid.
- 2 In cases in which a staff person has committed actions falling under Article 37, if a risk of adverse effect on workplace order is expected or if it is otherwise deemed inappropriate for said staff person to attend work, measures such as furlough may be taken and the staff person may be placed on leave until disciplinary action has been determined.

#### Grounds for Discipline

Article 37 In the event that any of the following items applies to a staff person, the Company will take disciplinary measures in accordance with the preceding Article.

- (1) The staff person has violated regulations established by the Company or temp work hosts, regulations concerning protection of personal information, or regulations concerning the prevention of harassment in the workplace.
- (2) The staff person has leaked confidential information, obtained through work, of the Company or of other persons, whether intentionally or through negligence.
- (3) The staff person has disobeyed instructions or orders in work.
- (4) The staff person has been frequently absent from work without permission, has been late without notice, or has left work early or gone outside the workplace, without just cause. If the staff person is absent from work for two weeks or longer without just cause and does not comply with demands to attend work, the Company will in principle perform punitive dismissal. However, when the Company has determined that staff was unable to contact the Company due to unavoidable circumstances, it may revoke the preceding.
- (5) The staff person has been negligent in notifications and reports to the Company, or has made incorrect or false notifications or reports.
- (6) The staff person did not take measures to avoid mistakes in work due to work-related negligence.
- (7) The staff person has hindered the business operation of the Company or temp work hosts.
- (8) The staff person has caused damage to the Company or temp work host intentionally or through negligence.
- (9) The staff person has obtained personal gain through the business of the Company or temp work hosts, or has allowed a third party to obtain unfair gain.
- (10) The staff person has taken the money or valuables of the Company or temp work hosts, or the articles of other persons, out of the workplace without permission.
- (11) The staff person has made monetary transactions with other employees, employees of temp work hosts, etc. without permission.
- (12) The staff person has disrupted the order of the workplace through fighting, quarreling, intimidation, assault, etc.



- (13) The staff person has violated work-related laws and ordinances that must be obeyed.
- (14) The staff person has defamed the Company or temp work hosts.
- (15) The staff person has caused discomfort to others or has worsened the environment of the workplace through sexual behavior in the workplace.
- (16) The staff person has distributed handbills or solicited signatures in the workplace without permission.
- (17) The staff person has operated a personal business or engaged in a side business without permission.
- (18) The staff person has engaged in work under the influence of alcohol.
- (19) When the Company has deemed that the staff person is delinquent in private life and may disrupt the public morals and order of the workplace.
- (20) The staff person has engaged in drunk driving or driving under the influence of alcohol.
- (21) The staff person has engaged in actions resulting in legal sanctions.
- (22) The staff person has lied about his or her career background or has otherwise joined the company through dishonest means.
- (23) The staff person has applied for resignation for personal reasons but does not engage in the prescribed handover work instructed by the Company or temp work hosts.
- (24) The staff person has attempted to engage in the actions noted in the preceding items.
- (25) The staff person has engaged in other actions conforming to the preceding items.
- (26) The staff person has repeatedly committed the actions in the preceding items.

#### Instigation, Abetting, and Incitement of Disciplinary Matters

Article 38 The Company will undertake disciplinary actions against persons who have instigated, abetted, or incited other employees or employees of temp work hosts to perform actions to which disciplinary actions apply.

#### Disciplinary Matters and Compensation for Damages

Article 39 When staff have caused damage to the Company or temp work hosts, the Company may seek compensation for all or part of the damages, regardless of disciplinary measures in accordance with Articles 36 to 38.

#### Intellectual Property Rights

Article 40 The right to receive patents, utility model rights, design rights, trademark rights, and all other rights (hereinafter "intellectual property rights") relating to the creation of works, inventions, devices, designs, logos, or circuit layouts, etc. (hereinafter "employee inventions, etc.") or intellectual property rights created by staff in conjunction with the execution of work duties will reside with the temp work host. However, this will not preclude the rights of staff to receive payment of "reasonable compensation" in accordance with Article 35, Paragraph 3 of the Patent Act.

- 2 All ownership rights and copyrights related to research materials, theories, documents, know-how, business models, data, software, programs, and all other materials for all purposes (hereinafter "deliverables") created by staff in the execution of work duties will reside with the temp work host. In addition, any moral rights of authorship to these that are recognized cannot be exercised by staff.
- 3 The Patent Act and other laws and ordinances, the regulations of temp work hosts, etc. will apply to other matters concerning employee inventions, etc. and deliverables, etc.
- 4 The preceding items will also apply following resignation.

#### Supplementary Provisions

Established January 1, 2004

Enacted January 1, 2004

Revised April 1, 2005

Revised April 1, 2007



Revised April 1, 2008  
Revised April 1, 2009  
Revised August 1, 2009  
Revised April 1, 2010  
Revised April 1, 2011  
Revised April 1, 2012  
Revised April 1, 2013  
Revised April 1, 2016  
Revised April 1, 2017

## ► Regulations Concerning Maternity Health Care

### Objectives

Article 1 This regulation set forth matters concerning maternal health care for women working in the Staff Service Group.

### Leave from Work for the Purpose of Health Checkups, etc.

Article 2 When a pregnant female employee has requested leave from work for health checkups, etc. in accordance with the Maternal and Child Health Act, the necessary time will be handled as health check-up leave from work, up to the following number of times.

Up to 23rd week of pregnancy	1 time/4 weeks
24th to 35th weeks of pregnancy	1 time/2 weeks
36th week of pregnancy to childbirth	1 time/week

If a physician has instructed a number of times greater than the above, the Company will allow the required time.

- 2 When a female employee within one year following childbirth reports that she has been instructed by a physician, etc. to receive health checkups in accordance with the Maternal and Child Health Act, the Company will handle the required time as leave from work based on said instructions.

### Staggered Work Start and Finish Times for Pregnant and Nursing Mothers

Article 3 When a female employee who is pregnant or within one year following childbirth reports that she has been instructed by a physician, etc. on the basis of health checkups, etc. to ease commuting in conjunction with her condition, the Company, upon confirming the condition with the physician, etc. as necessary, will allow the staggering of the start and finish of work times by up to 1 hour.

### Increased and Extended Break Times for Pregnant and Nursing Mothers

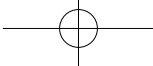
Article 4 When a female employee who is pregnant or within one year following childbirth reports that she has been instructed by a physician, etc. on the basis of health checkups, etc. that increased or extended break times are necessary in conjunction with her condition, the Company, upon confirming the condition with the physician, etc. as necessary, will extend break times by up to 1 hour, or increase the number of break times by up to 4 breaks of 15 minutes each.

### Shortened Working Hours for Pregnant and Nursing Mothers

Article 5 When a female employee who is pregnant or within one year following childbirth reports that she has been instructed by a physician, etc. on the basis of health checkups, etc. that shortened working hours are necessary in conjunction with her condition, the Company, upon confirming the condition with the physician, etc. as necessary, will shorten working hours by up to a total of 2 hours per day at the start and finish of scheduled working hours.

### Maternal Health Care Time Off for Pregnant and Nursing Mothers

Article 6 When a female employee who is pregnant or within one year following childbirth reports that she has been instructed by a physician, etc. on the basis of health checkups, etc. that leave from work is necessary in conjunction with her condition, the Company, upon confirming the condition with the physician, etc. as necessary, will allow restrictions on work, leave from work, or other necessary measures.



#### Restrictions on Work by Pregnant and Nursing Mothers

Article 7 When a female employee who is pregnant or within one year following childbirth reports that she has been instructed by a physician, etc. on the basis of health checkups, etc. that restrictions on work are necessary in conjunction with her condition, the Company, upon confirming the condition with the physician, etc. as necessary, will restrict work and will perform transfer to other work recognized by the Company as appropriate, etc.

#### Specific Instructions by Physicians, etc.

Article 8 When a female employee who is pregnant or within one year following childbirth has reported the content of specific instructions received from a physician, etc. on the basis of health checkups, etc., the Company will take necessary measures based on the content of the instructions, Articles 3 to 7 notwithstanding.

#### Confirmation of Condition with Physicians, etc.

Article 9 When a female employee who is pregnant or within one year following childbirth, and who has not received instruction by a physician, etc., has requested the enactment of necessary measures on the basis of health checkups, etc., the Company will confirm the condition with the physician, etc. in charge, and will enact necessary measures.

#### Employee Treatment While Measures are in Place

Article 10 Wages will not be paid for days or hours of leave from work due to measures set forth in these regulations.

#### Supplementary Provisions

Established April 1, 2002

Enacted April 1, 2002

Revised April 1, 2007

Revised April 1, 2016

## ► Regulations Concerning Childcare Leave, Childcare Shortened Working Hours, and Child Nursing Care Time Off

#### Objectives

Article 1 These regulations stipulate matters concerning the handling of childcare leave, childcare shortened working hours, and child nursing care time off for temporary employees (hereinafter "staff").

2 Matters concerning childcare leave, childcare shortened working hours, and child nursing care time off not stipulated in these regulations will be as set forth in laws concerning childcare leave, etc. and other laws and regulations.

#### Applicable Persons

Article 2 These regulations will apply when considerations in work are requested by staff who are engaged in childcare. However, staffs with fixed-term contracts may take childcare leave only if all of the following items apply at the time of requesting leave.

- (1) At least 1 year has elapsed since the staff joined the Company
- (2) The staff's employment contract will expire before the date on which the child reaches the age of 1 year and 6 months (or 2 years in the case of request in accordance with Article 5, Paragraph 2), and it is not evident that the contract will not be renewed.



- 2 The preceding Paragraph will not apply to a staff falling under any of the following items exempted from application by labor agreement.

(1) Less than 1 year has elapsed since the person joined the company (or less than 6 months in the case of child nursing care time off)

(2) The number of contractual working days per week for the person is 2 days or fewer

#### Procedures, etc. for Applying for Childcare Leave

Article 3 Staff persons who live with and take care of a child who is less than 1 year old and who wish to take childcare leave will, as a general rule, make application to the Company 1 month before the intended start date of childcare leave (2 weeks before in the case of extension based on Article 5).

- 2 Upon receiving the application for childcare leave, the Company may require submission of minimum required evidential documents.

- 3 If, following the date of application, the child involved in the application is born, the staff person will report necessary information within 2 weeks.

#### Childcare Leave Period, etc.

Article 4 The childcare leave period will in principle be limited to the time that the child reaches 1 year of age. However, if the staff person's spouse takes childcare leave from the same day as or earlier than the staff person, the staff person may take childcare leave up to a total of 1 year for the maternity time off period following the date of birth and for the childcare leave period, until the child reaches the age of 1 year and 2 months.

- 2 Application for childcare leave may be made 1 time only for each child. However, childcare leave taken within 8 weeks from the latter of the date of the child's birth or the scheduled date of birth by a staff person who has not taken postnatal maternity leave will not count against this 1 time. Twins or other multiple births will also be considered as 1 child here.

- 3 During the period noted in the preceding paragraph, an intended starting date for childcare leave may be designated, in accordance with laws concerning childcare leave etc.

- 4 Staff may apply to move up the intended starting date for childcare leave and move back the intended date for ending child care leave, as provided for by laws concerning childcare leave, etc.

- 5 In the case of any of the following causes, childcare leave will be terminated, and the ending date of the childcare leave will be the date stated in the respective items.

(1) Care is no longer provided to the child involved in the childcare leave due to death of the child or other cause (date on which the cause occurred)

(2) The requested childcare leave period has reached its end (date on which the requested childcare leave period reached its end)

(3) Maternity leave, nursing care leave, or new childcare leave has started (the day before the starting date of the maternity leave, nursing care leave, or new childcare leave)

#### Extension of Childcare Leave Period

Article 5 A staff person currently taking childcare leave or whose spouse is currently taking childcare leave may extend the childcare leave for a required number of days until the child reaches the age of 1 year and 6 months, limited to the following circumstances. The requested date for extension of childcare leave will be limited to the limited dates in Article 4.

(1) Placement in nursing school is desired but not possible

(2) A person who is the spouse of a staff person, is a parent of a child to whom childcare leave applies, and intended to engage in childcare past the age of 1 year, faces difficulty in raising the child due to death, injury, illness, or other circumstances.

- 2 The preceding item notwithstanding, a staff person currently taking childcare leave or whose spouse is currently taking childcare leave may re-extend the childcare leave for a required number of days until the child reaches the age of 2 years, limited to the following circumstances in which childcare is recognized even after the child has surpassed the age of 1 year and 6 months in age. The date on which re-extension of childcare leave is requested will be limited to on or before the date on which extension was made in the previous item.

(1) Placement in nursing school is desired but not possible

(2) A person who is the spouse of a staff, is a parent of a child to whom childcare leave applies, and intended to engage in childcare past the age of 1 year and 6 months, faces difficulty in raising the child due to death, injury, illness, or other circumstances.

3 The preceding item notwithstanding, staff for whom the employment relationship will clearly be terminated within 6 months from the day the request was made of extension may not extend or re-extend childcare leave.

#### Childcare Shortened Working Hours, etc. Program

Article 6 A staff person who is raising a child may, until the child reaches 3 years of age, make application to the Company to use the program for childcare reduced working hours to set contractual working hours to 6 hours.

#### Child Nursing Care Time Off

Article 7 Staff persons who will raise children until the age of entering primary school may take child nursing care time off, separate from annual paid time off and limited to 5 days per year (10 days if there are 2 or more children under primary school age), to provide nursing care for an injured or ill child or to have the child undergo vaccinations or medical examinations. 1 year in this case will be the period from April 1 to March 31 the following year.

2 Child nursing care time off may be taken in units of half a day. However, persons for whom contractual working hours are 4 hours or less are not eligible to take half-day units.

3 Persons seeking to take leave must, in principle, make application in advance to superiors.

#### Exemptions to and Restrictions on Overtime Work for Childcare

Article 8 A staff person raising a child of up to age 3 years, upon making a request in order to raise the child, will not be made to work overtime hours in excess of scheduled hours, except in cases in which this would impede the normal operation of work. In addition, a staff person raising a child of up to the age of entering primary school, upon making a request in order to raise the child, will not be made to work overtime hours in excess of 24 hours per month or 150 hours per year, except in cases in which this would impede the normal operation of work.

2 Persons seeking application of exemptions to and restrictions on overtime work for reasons of childcare must make application to the Company at least 1 month in advance.

#### Restrictions on Late-night Work for Childcare

Article 9 A staff person raising a child of up to the age of entering primary school, upon making a request in order to raise the child, will not be made to work between the hours of 10 pm to 5 am (hereinafter "late night"), except in cases in which this would impede the normal operation of work.

2 Article 2 notwithstanding, staff to whom any of the following applies may not request restriction on late-night work.

(1) All of the following apply to family members of age 16 or older who live with the staff person and are involved in the request

(i) Persons who do not work late at night (including persons for whom work late at night occurs on 3 or fewer days per month )

(ii) Persons who are able to care for children whose physical and mental state is related to the request

(iii) Persons who do not plan to give birth within 6 weeks (or 14 weeks in the case of multiple pregnancy), or for whom 8 weeks have not passed since childbirth

(2) All of the contractual working hours are late night

3 Persons seeking to have restrictions on late-night work applied for reasons of childcare must make application to the Company at least 1 month in advance.

#### Handling of Wages, etc.

Article 10 Wages will not be paid for days or hours of leave from work in conjunction with childcare leave.



#### Handling of Social Insurance Premiums, etc.

Article 11 An insured person's share of social insurance premiums in the months in which salary is not paid due to childcare leave will be as prescribed by the Health Insurance Act and the Welfare Pension Insurance Act.

#### Paid Annual Time Off

Article 12 In calculating the attendance rate for the granting of paid annual time off, days on which childcare leave was taken will be considered as days of attending work.

#### Supplementary Provisions

Established April 1, 2005

Enacted April 1, 2005

Revised April 1, 2009

Revised June 30, 2010

Revised April 1, 2012

Revised January 1, 2017

Revised April 1, 2018

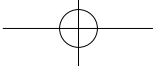
## ► Regulations Concerning Nursing Care Leave and Nursing Care Shortened Working Hours

#### Objectives

- Article 1 These regulations stipulate matters concerning the handling of nursing care leave and nursing care shortened working hours for temporary staffs (hereinafter "staff").
- 2 Matters concerning nursing care leave and nursing care shortened working hours not stipulated in these regulations will be as set forth in laws concerning nursing care leave, etc. and other laws and regulations.

#### Applicability

- Article 2 These regulations apply when considerations in work are requested by staff who provide care to family members requiring nursing care.
- 2 Family members requiring nursing care are persons as follows, whose condition requires constant nursing care for a period of two weeks or longer due to injury, illness, or physical or mental disability.
- (1) Spouse
  - (2) Father / mother
  - (3) Child
  - (4) Mother / father of spouse
  - (5) Grandparent, sibling, or grandchild
  - (6) Other persons recognized by the Company as family



#### Applicable Persons

Article 3 These regulations will apply when considerations in work are requested by staffs who are engaged in nursing care. However, staffs with fixed-term contracts may take nursing care leave only if all of the following items apply at the time of requesting leave.

- (1) At least 1 year has elapsed since the staff joined the Company
  - (2) The staff's employment contract will expire within 6 months from the date on which 93 days have elapsed since the intended start of nursing care leave, and it is not evident that the contract will not be renewed.
- 2 Regardless of 1, the leave will not apply to a staff falling under any of the following items exempted from application by labor agreement.
- (a) Less than 1 year has elapsed since the person joined the company (or less than 6 months in the case of nursing care time off)
  - (b) The number of contractual working days per week for the person is 2 days or fewer

#### Procedures, etc. for Applying for Nursing Care Leave

Article 4 Persons who wish to take nursing care leave will, as a general rule, make application to the Company 2 weeks before the intended start date of nursing care leave.

- 2 Upon receiving the application for nursing care leave, the Company may require submission of minimum required evidential documents.

#### Nursing Care Leave Period, etc.

Article 5 As a general rule, the period of nursing care leave will be the period for which application was made for nursing care leave, up to a total of 93 days per eligible family member. The application will be 1 time for each condition requiring nursing care per eligible family member, in the absence of special circumstances. However, when measures such as shortening of working hours have been undertaken for the nursing care of the same family member, those days will also be counted in the total of up to 93 days.

- 2 Regarding the period noted in the preceding paragraph, an intended starting date for nursing care leave may be designated, in accordance with laws concerning nursing care leave, etc.
- 3 Staff may apply to move up the intended starting date for nursing care leave and move back the intended date for ending nursing care leave, as provided for by laws concerning nursing care leave, etc.
- 4 In the event that any of the following arises, nursing care leave will be terminated and the ending date of the nursing care leave will be the date stated in the respective items.
  - (1) Nursing care is no longer provided to the family member involved in the nursing care leave due to death of the family member or other cause (date on which the cause occurred)
  - (2) Maternity leave, childcare leave, or new nursing care leave has started (the day before the starting date of the maternity leave, childcare leave, or new nursing care leave)

#### Handling of Wages, etc.

Article 6 Wages will not be paid for days or hours of leave from work in conjunction with nursing care leave.

#### Handling of Social Insurance Premiums, etc.

Article 7 An insured person's share of social insurance premiums in the months in which salary is not paid due to nursing care leave will be requested from the staff person in the amount paid by the Company. The staff person will pay this by the date specified by the Company.

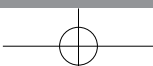
#### Paid Annual Time Off

Article 8 In calculating the attendance rate for the granting of paid annual time off, days on which nursing care leave was taken will be considered as days of attending work, and other leave days will not be considered as days of attending work.

#### Nursing Care Shortened Working Hours, etc. Program

Article 9 Staff performing nursing care for family members requiring nursing care may receive application of the following nursing care shortened working hours program for each eligible family member, by making application to the Company.

- (1) Nursing care shortened working hours
- (2) Flex-time system







- (3) Adjusting starting time/finishing time
- (4) Subsidies and other programs for expenses for nursing care services used by staff
- 2 Persons seeking to receive application of the nursing care shortened working program must clarify the intended starting date of the shortening and the intended ending date of the shortening, up to 2 times during a period of 3 years from the starting date of use, and must make application to the Company at least 2 weeks before the intended start of shortening.

#### Time Off for Nursing Care

- Article 10 Staff persons providing nursing care or other care for a family member requiring nursing care may, upon request, take time off for nursing care, separate from annual paid time off and limited to 5 days per year (10 days if there are 2 or more persons requiring care). 1 year in this case will be the period from April 1 to March 31 the following year.
- 2 Nursing care time off can be taken in units of half a day. However, persons for whom contractual working hours are 4 hours or less per day are not eligible to take half-day units.
  - 3 Persons seeking to take leave must, in principle, make application in advance to superiors.

#### Restrictions on Unscheduled Work for Nursing Care

- Article 11 A staff providing nursing care for a family member requiring nursing care, upon making a request in order to provide said care, will not be made to work in excess of contractual hours, except in cases in which this would impede the normal operation of work.
- 2 Persons seeking to receive application of the restrictions on unscheduled working hours for nursing care must clarify the intended starting date of the restrictions and the intended ending date of the restrictions, for a period of between 1 month and 1 year each time, and must make application to the Company at least 1 month in advance.

#### Restrictions on Overtime Work for Nursing Care

- Article 12 A staff person providing nursing care for a family member requiring nursing care, upon making a request in order to provide said care, will not be made to work overtime hours in excess of 24 hours per month or 150 hours per year, except in cases in which this would impede the normal operation of work.

#### Restrictions on Late-night Work for Nursing Care

- Article 13 A staff person providing nursing care for a family member requiring nursing care, upon making a request in order to provide said care, will not be made to work between the hours of 10 pm to 5 am (hereinafter "late night"), except in cases in which this would impede the normal operation of work.
- 2 Article 2 notwithstanding, staff to whom any of the following applies may not request restriction on late-night work.
    - (1) All of the following apply to family members of age 16 or older who live with the staff person and are involved in the request
      - (i) Persons who do not work late at night (including persons for whom work late at night occurs on 3 or fewer days per month)
      - (ii) Persons who are able to provide nursing care for family members whose physical and mental state is related to the request
      - (iii) Persons who do not plan to give birth within 6 weeks (or 14 weeks in the case of multiple pregnancy), or for whom 8 weeks have not passed since childbirth
    - (2) All of the contractual working hours are late night

#### Supplementary Provisions

Established April 1, 2005  
Enacted April 1, 2005  
Revised April 1, 2009  
Revised June 30, 2010  
Revised April 1, 2012  
Revised January 1, 2017

## ► Regulations Concerning the Prevention of Workplace Harassment of Temporary Employees

### Objectives

Article 1 These regulations are for the purpose of prohibiting and preventing acts of harassment in the workplace, and establishing matters necessary for resolving issues when acts of harassment occur in the workplace.

### Policies

Article 2 As a leading company in the human resources business industry, the Staff Service Group will adopt a strong stance toward the prevention and elimination of harassment in the workplace, and will seek to create workplace environments free of gender gaps.

### Definitions

- Article 3 "Employees" refers to all employees working in companies belonging to the Staff Service Group (hereinafter "the Company"), including temporary employees, specialist employees, part-time workers, and other fixed-term contract employees. In addition, "employees" are not limited to persons who are the direct victims of harassment, but include all employees whose working environment has been harmed by harassment.
- 2 "Workplace" refers to all locations, including temp work hosts, where employees engage in work, which is not limited to working hours but also includes time outside working hours that is considered to be essentially an extension of work.
  - 3 "Sexual harassment" refers to acts that are committed in the workplace in violation of others' will and which fall under any of the following.
    - (1) Engaging in sexual behavior, and, depending on the response to the behavior, conferring certain benefits or disadvantages in the performance of work.
    - (2) Making sexual solicitations or demanding a sexually favorable attitude, on the condition of certain benefits or disadvantages in the performance of work.
    - (3) Making the work environment uncomfortable through sexual behavior, and causing serious impediments by adversely affecting the ability to perform work to full capabilities.
  - 4 "Power harassment" refers to actions including the following that, against a background of superiority in the workplace due to status, relationships, etc., cause mental or physical pain to persons working in the same workplace beyond the appropriate scope of duties, or that worsen the workplace environment. However, actions other than types that fall under any of the following items may also constitute acts of power harassment.
    - (1) Physical attacks such as assault or injury
    - (2) Needless statements or questions about appearance and physical features
    - (3) Intimidation, defamation, insults, abusive language, or other mental attacks
    - (4) Separation from human relationships, such as isolation, exclusion from peers, or ignoring
    - (5) Impeding work, compelling actions clearly unnecessary for work or impossible to carry out, or otherwise making excessively high demands
    - (6) Ordering low-level work that has no business rationale is and far removed from ability and experience, providing no work, or otherwise making excessively low demands
    - (7) Infringing on personal matters, such as excessive interference in private affairs
    - (8) Others inappropriate acts of harassment in the workplace that conform to the preceding items



- 5 "Harassment related to pregnancy, childbirth, childcare leave, nursing care leave, etc." refers to actions including the following, committed by a superior or a colleague in the workplace (including superiors or colleagues within the temp work host). Behavior based on necessity in work, as seen objectively from the standpoint of division of work, safety considerations, etc., does not correspond to harassment related to pregnancy, childbirth, childcare leave, nursing care leave, etc. in the workplace. However, actions other than types that fall under any of the following items may also constitute acts of harassment related to pregnancy, childbirth, childcare leave, nursing care leave, etc.
- (1) Behavior by superiors that suggests dismissal or other disadvantageous treatment related to the use of programs and measures related to pregnancy, childbirth, childcare, and nursing care
  - (2) Behavior by superiors or colleagues that impedes the use of programs and measures related to pregnancy, childbirth, childcare, and nursing care
  - (3) Harassment, etc. by superiors or colleagues for having made use of programs and measures related to pregnancy, childbirth, childcare, and nursing care
  - (4) Behavior by superiors that suggests dismissal or other disadvantageous treatment for having become pregnant or given birth
  - (5) Harassment, etc. by superiors or colleagues for having become pregnant or given birth

#### Duties of Employees

- Article 4 All employees should be deeply aware of the severe consequences of harassment in the workplace, and bear an obligation to maintain a sound order in the workplace and cooperative relationships with other employees.

#### Duties of Managers and Supervisors

- Article 5 Persons who are in positions of managing and supervising employees must strive to prevent and eliminate harassment in the workplace by providing guidance through daily duties, etc. in order to ensure a positive working environment, and must deal promptly and properly with any problems that occur due to harassment in the workplace.

#### Prohibited Acts

- Article 6 All employees must not commit acts of harassment in violation of the will of others in the workplace.

#### Discipline

- Article 7 Upon confirming any incidents of harassment in the workplace, the Company will take disciplinary action against employees who have committed the acts, as necessary and in accordance with the Work Regulations.

#### Consultation and Handling of Claims

- Article 8 For consultations and handling of complaints related to harassment in the workplace, a liaison desk will be established within the Staff Services Holdings Compliance Department, with the General Manager of the Compliance Department (hereinafter "Compliance Department GM") as the responsible manager.
- 2 All employees, not only victims of harassment in the workplace, may apply to the person in charge of the consultation desk to receive counseling and handling of complaints related to harassment in the workplace.
  - 3 After confirming the facts of the matter from the employee, and taking the rights of the employee into account, the manager in charge of the consultation desk will, as necessary, engage in fact-finding hearings with the perpetrator, victim, superiors, other employees, supervisors at the temp work host, the person responsible at the temp work host, etc.
  - 4 Employees asked to participate in hearings per the previous item may not decline to do so without just cause.
  - 5 The Company will receive a report of facts from the Compliance Department and, following discussion and cooperation with the personnel department, will engage in discipline based on these regulations and the Work Regulations, and will transfer the perpetrator or otherwise take measures to improve working conditions and the work environment, as necessary measures to resolve the situation. With regard to temporary employees, the Company will, following discussion and cooperation with the sales department, enact necessary measures including requests for correction by the temp work host or reassignment.

#### Confidentiality and Protection of Privacy, etc.

- Article 9 The manager responsible for the consultation desk and employees who have obtained information through fact-finding must take into consideration the privacy, honor, and other human rights of the parties involved, and must not disclose or leak to other parties any confidential information that was obtained, in violation of the will of the victim of the workplace harassment or beyond the scope necessary to resolve the problem.

### Prohibition of Disadvantageous Treatment

Article 10 The Company must not engage in disadvantageous treatment toward persons for reason of having reported or engaged in consultation regarding harassment in the workplace, or toward employees or any other persons who work in the Company for reason of having responded fairly to investigations, etc. concerning consultations.

### Obligation to Prevent Recurrence

Article 11 When an incident of harassment in the workplace has occurred, the Company will enact appropriate measures to prevent recurrence, including repeated dissemination of information, implementation of training, and prevention of causes and recurrence of incidents.

### Supplementary Provisions

Established April 1, 2007

Enacted April 1, 2007

Revised April 1, 2008

Revised April 1, 2009

Revised January 1, 2017

## ► Regulations for the Handling of Personal Information, etc.

Also posted on My Page.

### Objectives

Article 1 These regulations set forth matters to be observed regarding the handling of personal information and trade secrets (together with the following, hereinafter "personal information, etc.") held by temp work hosts, in order to protect the rights and interests of individuals and to prevent the leak, improper use or disclosure, etc. of the trade secrets of temp work hosts, in the performance of work at temp work hosts by temporary employees, based on the Work Regulations for Temporary Employees.

### Definitions

Article 2 The definitions of terms in these regulations are as follows. Terms not set forth in the following will be as set forth in the Work Regulations and other rules and bylaws.

- (1) "Personal information" refers to information belonging to an individual that can be used for identification. Personal information includes information by which the individual can be readily identified by name, date of birth, and other descriptions contained in the information, or by numbers, symbols, or other codes, images, or audio attached to individuals, and information for which identification cannot be made through the information alone, but which can be readily checked against other information with the result that identification of the individual can be made.
- (2) "Trade secrets" refers to all information that is managed as confidential at temp work hosts and all information obtained through work (customer information, sales information, manuals, materials, etc.) that is not publicly known.

### Applicable Personal Information, etc.

Article 3 Applicable personal information, etc. is all personal information, etc. handled by the temp work host, regardless of medium (electronic files, paper media) or form of information processing.

### Applicability

Article 4 These regulations will apply when temporary employees handle personal information, etc. in work at temp work hosts.



#### Confidentiality Obligations, etc. in Handling Personal Information, etc.

Article 5 When handling personal information, etc. at temp work hosts, temporary employees have the following obligations with regard to all personal information, etc. that is obtained in work. Temporary employees also must not provide information obtained through work, or use said information for undue purposes, even after the end of the work period.

- (1) Use personal information, etc. of temp work hosts only for the performance of work under the instructions and orders of the temp work hosts
- (2) Do not access without permission any personal information, etc. for which you have not been granted access permissions for the performance of work
- (3) Do not copy or duplicate personal information, etc. without permission, other than under the instruction and orders of the temp work host
- (4) Do not take personal information, etc. out of the workplace or transmit it to the outside without permission, other than under the instruction and orders of the temp work host
- (5) Store or dispose of documents or recorded media containing personal information, etc. in accordance with the instruction and orders of the temp work host
- (6) Do not disclose or leak personal information, etc. obtained through work to any third party
- (7) Do not use personal information, etc. obtained through work for personal gain or the gain of any third party
- (8) In the event of a leak or potential leak of personal information, etc., regardless of whether you are at personal fault, report the details to a supervisor immediately
- (9) At the end of the work period, immediately return all documents or recording media that you are storing.
- (10) Follow the rules and instructions of the temp work host regarding the handling of all other personal information, etc.

#### Penalties

Article 6 Temporary employees who violate these regulations may be subject to disciplinary action in accordance with the Work Regulations for Temporary Employees.

#### Compensation for Damages

Article 7 Temporary employees who have violated these regulations and caused damage to the Company or temp work hosts will bear responsibility for compensation for all or part of the damages, regardless of disciplinary measures in accordance with the preceding Article.

#### Supplementary Provisions

Established April 1, 2005

Enacted April 1, 2005

Revised October 1, 2006

## ► Regulations for Dormitory Management

These regulations apply to persons entering a dormitory.

### Objectives

Article 1 These regulations set forth matters involving application, management, operation, etc. concerning residence in dormitories by employees who conclude limited-term employment agreements with Techno Service (hereinafter "the Company") and who work at temp work hosts or contractors (hereinafter "employees").

### Definition of Dormitory

Article 2 "Dormitory" in these regulations refers to a building and accompanying facilities leased and prepared by the Company for the purpose of housing employees.

### Eligibility for Residence

Article 3 Residence in dormitories is in principle limited to single persons. The Company will allow residence in dormitories only if any of the following conditions applies.

- (1) Residence is requested by a person for whom, due to joining the Company or transfer, the commuting time from the current location of residence to the location of work is more than 90 minutes or for whom the commuting distance is more than 30km, and said request is approved by the Company
- (2) The Company has ordered residence for reasons of work
- (3) The company has otherwise approved residence for a person requesting it, due to unavoidable circumstances

### Residence Procedures

Article 4 Persons who wish to reside in a dormitory must apply to do so by filling in necessary items in the Application for Dormitory Usage prescribed by the Company and submitting the application to the Company.

- 2 The Company will perform screening based on the Application for Dormitory Usage submitted per the preceding item, and will issue a Notification of Dormitory Usage specified by the Company to employees who have been accepted for residence (hereinafter "tenants").
- 3 Moving in to the dormitory must, in principle, be carried out with accompaniment by the Company.

### Period of Residence

Article 5 Tenants must move into the dormitory designated by the Company on a date designated by the Company.

### Residence Period

Article 6 The period of residence in the dormitory will be until the employment contract expires or is terminated due to other circumstances, or until a date set forth by these regulations or designated by the Company as the ending date of the residence period due to other circumstances.

- 2 When the residence period has ended, the tenant must finish vacating the dormitory within 7 days from the ending date of the residence period as notified by the Company.
- 3 Even during the residence period, the company may set a vacating deadline and may order a dormitory tenant to vacate the dormitory due to business circumstances, reasons set forth in the items in Paragraph 1 of Article 11, or other unavoidable circumstances. Tenants must comply in this case.

### Cost Sharing for Leased Properties

Article 7 The expenses borne by tenants for residence in dormitories are as follows. The expenses will, in principle, be paid to the Company through the method of deduction from the monthly salary paid by the Company to tenants. In the event that a tenant moves into or vacates the dormitory (referring to the date of completion of vacating) during the month, the calculation will be prorated according to the calendar day of the month. However, when the method of deducting from salary is not possible, the tenant must promptly pay the non-deductible portion as requested by the Company.

Although dormitory usage fees set forth in (1) are individually determined on the basis of surrounding market prices, etc. for the location of the dormitory, the company may revise the usage fees when deemed necessary.

- (1) Dormitory usage fees determined by the Company (including utilities)
- (2) Furniture rental fees and other expenses incidental to use of the dormitory, that are specified by the Company



- 2 If the Company has found that a tenant's total usage fees for utilities exceeds 10,000 yen on a monthly basis or are significantly larger than those of the surrounding area or of other tenants, the Company may, after notifying the tenant, require the tenant to pay the excessive amount of fees by means set forth in Paragraph 1, or may revise the dormitory usage fees noted in the preceding item.
- 3 If a tenant owns an automobile, motorcycle, etc., the tenant must secure a storage area by means such as renting a parking space, in the tenant's name and at the expense of the tenant.

#### Management and Inspection

Article 8 The Company may conduct inspections inside a dormitory building and its rooms with the advance consent of tenants, as required for the safety and maintenance of the dormitory. Tenants must comply in this case. In the event of emergencies or other unavoidable circumstances, the Company may enter the rooms of tenants without consent in order to perform inspections.

#### Obligations

Article 9 Tenants must observe the following matters.

- (1) Tenants must take heed of the risks of contamination, damage, and fire to the interior and exterior of the dormitory, to its incidental facilities and equipment, etc., must thoroughly eliminate any actions that could cause disaster, and must always strive for disaster prevention. Tenants must also continually confirm the locations of installed emergency exits and fire extinguishers, and make efforts to enable immediate evacuation in the event of emergency.
- (2) In the event of disaster, tenants must ensure their own safety and then make efforts to minimize the disaster, quickly report developments to the Company, and follow the Company's instructions.
- (3) Tenants must strive to maintain the safety and hygiene of the interior and exterior of the dormitory, its incidental facilities and equipment, and the surrounding area.
- (4) As employees of the Company, tenants must maintain dignity without disturbing the public morals or order of the surroundings, and must pay heed to the maintenance and management of the dormitory as competent managers.
- (5) In the event of an incident or accident in the dormitory, or an epidemic or suspected contagious illness in the neighborhood, tenants must notify the Company immediately.
- (6) Tenants must promptly notify the Company of any changes in contact information, etc. that was provided to the Company, or of any planned long absences (10 days or longer).

#### Prohibited Matters

Article 10 Tenants must not engage in the following actions.

- (1) Changing the condition of the dormitory or incidental facilities without the permission of the Company
- (2) Uninstallation of equipment and supplies, removal of these from the premises, etc.
- (3) Negotiations concerning contract items, facilities, etc. with the dormitory landlord, other tenants, etc. without the permission of the Company
- (4) Sublet of all or part of dormitory rooms to a third party
- (5) Bringing dangerous articles into the dormitory, its rooms, or its surrounding area; noisy activities that disturb neighboring residents, etc.; assemblies, advertising, sales activities, etc.
- (6) If a parking space has been specified by the Company, parking a vehicle in another location or leaving the vehicle on the street
- (7) Allowing a third party who is not a tenant to reside in the dormitory without going through the procedures prescribed by the Company
- (8) Keeping pets in the dormitory
- (9) Use of the dormitory and surrounding area for purposes other than everyday residence
- (10) Actions contrary to the provisions of these regulations or to terms and conditions specific to dormitories
- (11) Other actions that cause disturbance to third parties or disturb the surrounding quiet and order

#### Vacating

Article 11 In the event that any of the following circumstances arises with regard to a tenant, or if the tenant is ordered to vacate the dormitory, the tenant must remove all belongings from the property and vacate the dormitory within 7 days from the date of the occurrence or the date on which the Company issued the order.

- (1) The tenant has lost employee qualifications due to termination of contract or resigning for personal reasons
- (2) The tenant will change residence for personal reasons
- (3) The tenant has or is suspected of having a contagious disease
- (4) The Company has deemed the continuation of residence to be dangerous, and has ordered the tenant to vacate the dormitory
- (5) The tenant has lost the qualifications for residency set forth in Article 3
- (6) The tenant has violated these regulations or rules established by the Company
- (7) The tenant is in arrears in payment of the tenant's share of expenses set forth in Article 7, Paragraph 1
- 2 The grace period for vacancy set forth in the preceding item may be shortened or extended at the discretion of the Company.
- 3 For each item in Paragraph 1, the Company will not in principle pay the expense of packing and shipping belongings when the dormitory is vacated.
- 4 Tenants may not claim any moneys or goods from the Company under any pretext involving vacating the dormitory.
- 5 When vacating the dormitory, tenants must perform cleaning. In the event that the Company deems the dormitory room to have been damaged or made unclean due to usage in excess of normal means or through intent or negligence on the part of the tenant, the Company will separately bill the tenant for the relevant portion of repair expenses, room cleaning fees, etc.
- 6 If the date of vacating specified by the Company is exceeded, the tenant will bear a commensurate amount of rent, shared expenses, etc. for the excess days.
- 7 When vacating the dormitory for personal reasons, or when any of the conditions in Paragraph 1 arises, a tenant must immediately report the fact to the Company and seek instructions.
- 8 If a tenant has not settled expenses and payments concerning the dormitory after vacating, the tenant must repay these promptly, in accordance with billing by the Company.
- 9 If any supplies or belongings are left behind within the dormitory by the tenant after 7 days have passed since vacating, the tenant will be considered to have abandoned ownership rights to these, and the Company may dispose of them at its discretion. Expenses required for storage or disposal of the items left behind will be borne by the tenant.
- 10 Tenants consent in advance to the preceding items, and accept that tenants may not claim compensation for damages or other make other claims toward the Company.
- 11 Vacating the dormitory must, in principle, be carried out with accompaniment by the Company.

#### Expenses Borne by Dormitory Tenants

Article 12 All tenant moving expenses required for moving into or vacating the dormitory will be borne by the tenant, and all procedures and payments related to packing, shipping, etc. must be carried out in the name of and at the responsibility of the tenant. However, this will not apply to some or all of the procedures and payments in cases recognized in advance by the Company, including the ordering of residency by the Company.

#### Compensation for Damages

Article 13 In the event that a tenant has caused breakage, uncleanness, destruction, or other serious damage to the dormitory or incidental facilities, whether through intent or through negligence, the Company may request compensation for damages from the tenant, and the tenant must comply with the request.

#### Personal Information

Article 14 The Company may provide the personal information of dormitory tenants to the owner, management company, intermediary company, or insurance company of the dormitory property, limited to purposes of dormitory selection, renting, and management.

- 2 When moving into a dormitory, tenants will be considered to have accepted the provisions of the preceding item without objection.

#### Other

Article 15 In addition to the provisions of these regulations, tenants will follow the rules set forth by the Company or the instructions of the Company regarding moving into, vacating, and using the dormitory.





## Supplementary Provisions

- 1 These regulations take effect on January 1, 2008.
- 2 These regulations are revised and take effect on April 1, 2008.
- 3 These regulations are revised and take effect on November 1, 2008.

## ► Labor-management Agreements Concluded at Techno Service

The content of the labor-management agreements listed below are the same as the content of agreements concluded between the employee representative and representative director of each workplace of Techno Service.

### Agreement Concerning Partial Deduction of Wages

- 1 The following items will be deducted from wages paid by the Company each month.
  - (1) Meal charges (including food and drink charges in facilities within the Group)
  - (2) Tenant's share of employee housing fees, dormitory expenses, etc.
  - (3) Life insurance premiums, casualty insurance premiums, and other premiums
  - (4) Payments fronted by the Company (transportation expenses, parking lot fees, cleaning fees, uniform fees, etc.)
  - (5) Reserves (employee shareholder contributions, etc.)
  - (6) Purchase charges incidental to the use of Group company services
  - (7) Purchase charges for the sale of business partner companies' products and services within the Company
- 2 Items listed in 1 may also be deducted at the time bonus payments are made.
- 3 Of the items listed in 1 above, those remaining unpaid by workers may be deducted from retirement benefits.
- 4 The period of validity of this agreement will be 1 year from the date on which it was concluded. If no expression of intent for revision or discontinuation is made by either the Company or workers' representative by 1 month before the expiration of the term, the agreement will be made valid again for 1 year, and will be renewed thereafter in the same manner.

- end -

### Agreement Concerning Exceptions to the Application of Simultaneous Breaks

#### Applicable Persons

- Article 1 Applicable persons will be all employees.

#### Break Schedule

- Article 2 When shift work, etc. is performed, the start time and the end time of breaks may be changed, without being made simultaneous breaks.

#### Period of Validity

- Article 3 The period of validity of this agreement will be 1 year from the date on which it was concluded. If no expression of intent for revision or discontinuation is made by either the Company or employees' representative by 1 month before the expiration of the term, the agreement will be made valid again for 1 year, and will be renewed thereafter in the same manner.

- end -

### Agreement Concerning Childcare Leave, Nursing Care Leave, etc.

Techno Service and the employees' representative  
concerning childcare leave, nursing care leave, etc.

hereby conclude the following agreement

#### Exceptions to the Application of the Childcare Leave Program

- Article 1 The following employees are excluded from application of the childcare leave program.
- (1) Employees for whom less than 1 year has passed since joining the Company
  - (2) Employees for whom the employment relationship will clearly be terminated within 1 year from the date of application
  - (3) Employees for whom the number of contractual working days per week is 2 days or fewer

#### Exceptions to the Application of the Nursing Care Leave Program

- Article 2 The following employees are excluded from application of the nursing care leave program.
- (1) Employees for whom less than 1 year has passed since joining the Company
  - (2) Employees for whom the employment relationship will clearly be terminated within 93 days from the date of application
  - (3) Employees for whom the number of contractual working days per week is 2 days or fewer

#### Exceptions to the Application of the Child Nursing Care Time Off Program

- Article 3 The following employees are excluded from application of the child nursing care time off program.
- (1) Employees for whom less than 6 months have passed since joining the Company
  - (2) Employees for whom the number of contractual working days per week is 2 days or less

#### Exceptions to the Application of the Nursing Care Time Off Program

- Article 4 The following employees are excluded from application of the nursing care time off program.
- (1) Employees for whom less than 6 months have passed since joining the Company
  - (2) Employees for whom the number of contractual working days per week is 2 days or less

#### Exceptions to the Application of the Unscheduled Work Restrictions Program for Childcare and Nursing Care

- Article 5 The following employees are excluded from application of the unscheduled work restrictions program.
- (1) Employees for whom less than 1 year has passed since joining the Company
  - (2) Employees for whom the number of contractual working days per week is 2 days or less

#### Exceptions to the Application of the Childcare Shortened Working Hours Program

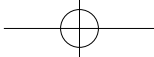
- Article 6 The following employees are excluded from application of the childcare shortened working hours program.
- (1) Employees for whom less than 1 year has passed since joining the Company
  - (2) Employees for whom the number of contractual working days per week is 2 days or less

#### Exceptions to the Application of the Nursing Care Shortened Working Hours Program

- Article 7 The following employees are excluded from application of the nursing care shortened working hours program.
- (1) Employees for whom less than 1 year has passed since joining the Company
  - (2) Employees for whom the number of contractual working days per week is 2 days or less

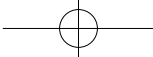
#### Period of Validity

- Article 8 The period of validity of this agreement will be 1 year from the date on which it was concluded. If no expression of intent for revision or discontinuation is made by either the Company or employees' representative by 1 month before the expiration of the term, the agreement will be made valid again for 1 year, and will be renewed thereafter in the same manner.



## MEMO

This image shows a single page of white paper with horizontal blue lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper or a document template. There are no margins, text, or other markings on the page.



# Contact or Inquire to Techno Service in These Situations



## For lateness, absence, or leaving early

Always contact [the temp work host](#) in advance, and make application to the Company via [My page](#).

\*Contact [the Clerical Center](#) if you cannot set up My Page.

Temp work host  
telephone number

Person  
in charge

## If using paid time off

After contacting the person in charge at [the temp work host](#), contact [the Clerical Center](#) below in advance.

## If registered details have changed Name, address, telephone number, wage payment account, etc.

Change the information from [My Page](#).

\*Contact [the Clerical Center](#) if you cannot set up My Page.

## Inquiries concerning wages, year-end adjustment, and social insurance About the issuance of certificates

\*Please use My Page for confirmation of wage statements and tax withholding slips following year-end adjustment.

**Techno Service Clerical Center**

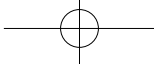
(Weekdays 9 am - 7 pm)

**0120-232-040**

### ◇Clerical Center Voice Guidance

Voice guidance will begin. Select a number, following the guidance.

- Application or inquiries concerning paid time off ----- **Guidance 1**
- Inquiries concerning social insurance / resignation forms ----- **Guidance 2**
- Inquiries concerning wages, time cards, and year-end adjustment -- **Guidance 3**
- Requests for issuance of certificates and tax withholding slips ---- **Guidance 4**
- Other inquiries ----- **Guidance 9**



## If seeking new jobs or if desired work content or work hours/period have changed

Inquire to [the Work Call Line](#) below.

**Work Call Line 0120-709-720** (Weekdays 9 am - 7 pm)

This connects to a nearby Techno Service office.

\*Numbers may differ in some regions. If you cannot connect to the nearest sales office, please contact the sales representative.

## List of contact desks

◇ About non-contract work and work without qualifications  
Consultations concerning compliance  
**Compliance 0120-530-524** (Weekdays 9 am - 7 pm)

◇ Inquiries concerning health checkups  
**Health checkup-related 0120-022-960** (Weekdays 9 am - 7 pm)

◇ If an industrial accident (work-related accident during work or commuting) occurs  
**Industrial Accident Hotline 0120-256-022** (Weekdays 9 am - 7 pm)

◇ Sexual harassment consultation  
**Sexual Harassment Hotline 0120-110-151** (Weekdays 9 am - 7 pm)

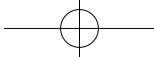
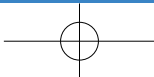
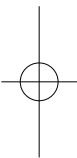
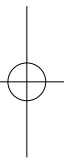
◇ For cases of troubles in work or private life  
**Mental Care Consultation Desk 0120-779-551** [ Weekdays 10 am - 8 pm  
Saturday 10 am - 5 pm ]

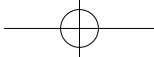
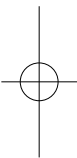
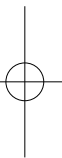
◇ If night disaster/incident occurs  
**Night/Holiday Emergency Line 0120-950-230** [ Weekdays 7 pm - 9 am  
(following day)  
All day on weekends  
and holidays ]

◇ Contact at night, etc.  
**Email [ts-ask@techno-service.co.jp](mailto:ts-ask@techno-service.co.jp)**  
(response will be made on the next business day)

◇ Other (consultation on temporary employee contracts or work)  
**Sales representative Name Telephone number**

○ When making inquiries, please provide your affiliation (Techno Service), full name, and contact information.

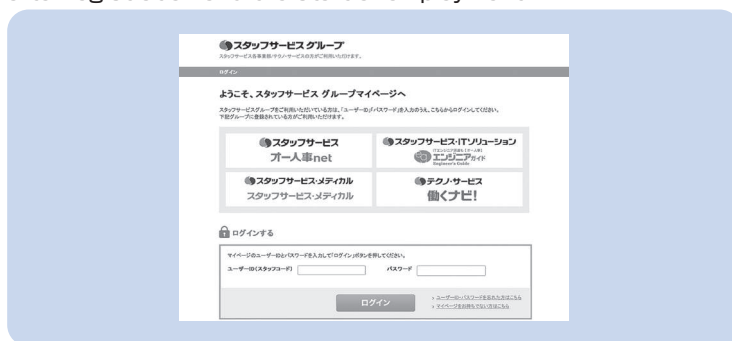
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## About My Page

**My Page is recommended as a convenient way to take care of procedures!**

Techno Service offers My Page, which offers convenient features after registration and the start of employment.



See p. 25 for information on setting up My Page.

## Main features



Review of payment statement



Review after year-end adjustment  
Review tax withholding slip



Referencing Hataraku guide



Contact regarding absence, arriving late, or leaving early



Review / changing of information (address, telephone number, email address, etc.)



Review of procedures for submitting My Number (if necessary)



Career support  
Annual training course (eligible persons only)



Review / change of wage payment account



Current status / Application for available starting date of work

\*Available features differ by PC, smartphone, and feature phone.

\*Some feature phones may not be able to use My Page at all.