

Tokyo Guidelines for the Promotion of Intercultural Cohesion

Aiming to be a global city that leads the world

February 2016

 Tokyo Metropolitan Government

February 2016

Formulation of Tokyo Guidelines for the Promotion of Intercultural Cohesion

Currently, foreign residents with diverse ethnic, religious, and cultural backgrounds live in Tokyo, numbering about 450,000 as of January 2016. Moreover, the number of foreign visitors to Japan in 2015 hit a record annual high of about 19.74 million. With the Tokyo 2020 Olympic and Paralympic Games ahead, the number of foreign nationals who visit and live in the city is expected to continue to rise.

In December 2015, the Tokyo Metropolitan Government formulated “Towards 2020—Building the Legacy.” The plan outlines a range of initiatives, both tangible and intangible, aimed at creating valuable legacies to last beyond the Games, and making Tokyo a city where all residents can feel happy.

Establishing an environment where all Tokyo residents, including those from abroad, can live with a sense of reassurance and realize their potential to the fullest is a requirement for Tokyo to continue to achieve sustainable growth and be a leading global city.

Japan has taken in various outside cultures. It has a tradition of respect for people with diverse values, as well as people helping and supporting each other.

I believe that further developing such culture and tradition to create a city where Japanese and foreign residents coexist and play active roles together will help enhance the presence of Tokyo as a global city.

Tokyo Metropolitan Government initiatives aimed at multicultural

coexistence to date were mainly developed as a means to support the lives of foreign residents, with a focus on the concept of “Japanese and foreign residents living together in the community.”

Tokyo is now entering a new stage with developments such as the rapid increase in the number of foreign nationals coming to the city and the Tokyo 2020 Games. We must further build upon the concept we have pursued to this point, and establish an inclusive, intercultural society based on a more proactive concept where all foreign nationals, including exchange students and expats, can participate in society and be successful alongside Japanese people.

Taking these points into account, we will use Tokyo Guidelines for the Promotion of Intercultural Cohesion formulated for this new stage, which encourages participation in society and success, and promote an intercultural society unique to Tokyo. And, we will work with the citizens of Tokyo to steadily advance initiatives aimed at making Tokyo one of the world’s best cities, a city where anyone lead a fulfilling life.

A handwritten signature in black ink, appearing to read 'Yoichi Masuzoe', with a stylized, cursive script.

Yoichi Masuzoe
Governor of Tokyo

Table of Contents

1 PURPOSE AND BACKGROUND	1
1) Purpose	1
2) Background	4
2 REALIZING A SOCIETY THAT VALUES INTERCULTURAL COHESION: CURRENT SITUATION AND CHALLENGES	10
1) Situation of Foreign Residents in Tokyo	10
2) Current Situation of and Challenges to Promoting Intercultural Cohesion	25
3 TOKYO GUIDELINES FOR THE PROMOTION OF INTERCULTURAL COHESION: MAKING TOKYO A LEADING GLOBAL CITY	41
1) Key Objective	41
2) Policy Goals	42
3) Policy Implementation Scheme	44
4) Role of Each Actor in an Intercultural Society	56
Appendix	63

1 PURPOSE AND BACKGROUND

1) Purpose

Tokyo not only serves as the center of politics, economy, education, culture and other activities as the capital of Japan, but also offers a rich diversity of attractions: it is remarkably safe and clean for a huge metropolis, has an excellent public transit system, substantial facilities to support daily life, and possesses the great natural beauty of the Tama area and Tokyo islands as well. The Tokyo Metropolitan Government is advancing measures to prepare an excellent urban environment across all areas from economics to culture, on a par with other global metropolises such as London, Paris and New York, and to build a society that will enable its residents feel that Tokyo is truly a good place to live.

In four years' time—2020—Tokyo will host the Olympic and Paralympic Games for the second time. The development of infrastructure around Tokyo such as the Shinkansen bullet train and expressways made rapid progress in preparation for the previous Olympic and Paralympic Games in 1964, allowing Japan to display to the world its remarkable post-war reconstruction and growth. In preparation for the Tokyo 2020 Games and the legacy beyond, Tokyo is aiming to become “a leading global city where everyone can feel happy and where everyone wants to continue to reside.” To develop further as a leading global city, an environment must be built to allow all those who live and work here to demonstrate

their full capabilities.

There are currently around 450,000 foreign nationals living in Tokyo, which represents about 3.3 percent of the total population. This number is expected to increase as the Tokyo 2020 Olympic and Paralympic Games approach. For these foreign residents, together with the Japanese residents, to be engaged members of Tokyo will be vital for the sustainable development of this global city. It is thus necessary to build upon the traditional concept of intercultural cohesion, which focuses on foreign and Japanese residents living together in the community, and realize a society based on a new line of thought in which they together play an active role in Tokyo's development; this will raise Tokyo's profile and allow it to become a city that attracts even more talent from overseas.

Accordingly, the metropolitan government has drawn up the Tokyo Guidelines for the Promotion of Intercultural Cohesion, which is based on this new perspective, to present the fundamental concept and policy direction for the promotion of intercultural cohesion. The key objective of promoting policies for intercultural cohesion will be:

“Embrace diversity and build a city where all residents can participate and play an active role in its development and feel safe.”

In order to advance these policies, it is crucial that the Tokyo Metropolitan Government, a regional government, take the

lead in ensuring coordination between the various actors, including municipalities, which directly provide administrative services to citizens, the national government, and NPOs and others providing support to foreign residents (“foreign resident support organizations”), so that they can properly fulfill their respective roles. These Guidelines have included, to all possible extent, details that can be employed in concrete initiatives promoting intercultural cohesion through the cooperation and collaboration of all actors, in order to achieve Tokyo’s goal of becoming a leading global city. The Guidelines take into account the policy recommendations from the Committee to Study Promotion of Intercultural Cohesion, which was set up in July 2015 for expert advice on matters such as the current conditions of and challenges facing initiatives taken for foreign residents in Tokyo, and policy direction based on features characteristic to Tokyo.

(Ref: “Recommendations for the Guidelines for Promotion of Intercultural Cohesion”)

2) Background

① Central and local government trends related to intercultural cohesion

The number of foreign nationals living in Japan stood at over 2.17 million as of end of June 2015, which represents 1.7 percent of the total population. Although the number of foreign residents in Japan dipped temporarily following the 2011 Great East Japan Earthquake, it has been growing over the long term, rising by a factor of 2.5 over the 30 years since 1985.

Looking at the composition of the foreign population in Japan, up until the 1970s it largely comprised Koreans and their descendants who had been living in Japan since before WWII. Some local governments provided them with support such as public housing and child benefits. From the 1980s, the foreign population, largely from Asia, dubbed “newcomers,” began to swell. Local public bodies led internationalization initiatives to welcome and promote interaction with foreign residents, such as providing information in foreign languages and establishing consultation services. From 2000 onwards, with the surge in economic and social globalization, the international movement of people increased further. It became necessary to put in place measures drawn up from an intercultural cohesion perspective to help both foreign and Japanese residents accept cultural differences arising from nationality and ethnicity, and live together as members of their local communities. Based on these developments, the Ministry of Internal Affairs and Communications drew up a plan for

promoting intercultural cohesion at the local level* in 2006, and began encouraging local governments to promote intercultural cohesion.

* Intercultural cohesion (*tabunka kyosei*) at the local level: People of different backgrounds such as nationality and/or ethnicity accept their cultural differences and live together as members of the local community while working to build a relationship of equality.

Furthermore, the Ministry of Justice, which has jurisdiction over immigration, formulated the Basic Plan for Immigration Control (5th Edition) in 2015, which sets forth the policy of contributing toward the realization of an intercultural society through measures such as smooth acceptance of foreign nationals who will help vitalize the economy and society, and proper operation of the residency management system. This plan also included promotion of measures to realize a safe and secure society, including countermeasures at the port of entry to prevent terrorists and other suspect persons from entering the country, and cooperation with the police and other law enforcement agencies to deal with illegal residents.

② Efforts taken in Tokyo to date

A. Municipalities

Municipalities, centering on those with a proportionately high number of foreign residents, have been implementing a range of measures in line with local circumstances, including offering support for Japanese language learning, providing information on government services in foreign languages, giving advice on daily life, registering and sending out volunteers, and organizing exchange events.

B. International associations and foreign resident support organizations

Within Tokyo there are 20 international associations promoting international exchange and intercultural cohesion in partnership with the city or special-ward governments, as well as some 250 foreign resident support organizations. These bodies focus on providing Japanese language lessons or supporting children's learning, cultivating volunteers, arranging "international exchange salons," and other such activities closely tied to the community.

C. Tokyo Metropolitan Government

As a regional government, the Tokyo Metropolitan Government has been advancing measures for the municipalities, international associations, foreign resident support organizations and other such groups to share information and build networks. Regarding provision of information to its international population, the Tokyo government has foreign language pages on its official website, which provide information on metropolitan affairs; offers information on daily life in multiple languages through the Tokyo International Communication Committee*; provides information on medical institutions that can offer foreign language assistance, and so on. The Tokyo Metropolitan Government has a consultation system for foreign residents, providing consultation on labor issues and matters concerning school children, and also undertakes efforts for disaster control by providing them

with information on disaster preparedness and hosting disaster drills.

* Tokyo International Communication Committee: An organization recognized by the Ministry of Internal Affairs and Communications as a central private organization for local international exchange.

As described above, the municipalities, private groups, and the Tokyo government have been carrying out a range of activities for foreign residents, but these efforts center on activities from a welfare perspective that views foreign residents as being on the receiving end of support.

③ **Tokyo's population**

Tokyo's population is expected to peak at 13.36 million in 2020 and start to decline after that. Breaking this down into areas, the 23-special-ward area's population is set to peak in 2020, while the population of the Tama and island areas is projected to peak earlier, in 2015. There are concerns in Tokyo as well that the shrinking workforce brought about by the graying population will lead to a contraction of the economy, slowing down the city's dynamism and economic activities, and increasing the burden of social insurance, among other issues.

At the same time, the foreign population of Tokyo is on the increase, standing at 450,000 as of January 2016. This represents about 3.3 percent of the total population. Not only does Tokyo have the largest foreign population of any prefecture in the country, but it also has the highest percentage of foreign nationals in the resident population.

In particular, since Tokyo has a large number of businesses boasting superb technologies, as well as universities and research centers, it is host to the largest number of skilled professionals* and their families, as well as international students, in the country. Moreover, with 179 countries represented as of January 2016, the foreign population of Tokyo is highly diverse, with people of many nationalities, ethnicities and cultures making their lives in the city. Because the number of international families is also high, there are also children who are Japanese citizens, but have roots abroad**.

*Skilled professionals: Foreign workers with status of residence in expert or technical fields (Researchers; software engineers; sales, accounting, marketing, planning and other business staff positions; business managers; legal and accounting services, etc.)

**Children with foreign roots: Children whose parent(s) is/are foreign national(s), including those children who have Japanese citizenship.

④ **Becoming a leading global city**

The national government is focusing on driving structural reform of the economy, and with a view to improving international industrial competitiveness and forming centers for international economic activities, the Act on National Strategic Special Zones was passed, and a range of projects are coming under approval. The Tokyo Metropolitan Government is employing this system to attract foreign businesses and human talent, and aims to establish the “Tokyo Global Financial Center,” which will position Tokyo as an international financial capital that stands on a par with New York and London.

In order to make Tokyo a disaster-resilient city, community building is underway to make this city a place where people can live safely and with peace of mind. These include making progress in the quake resistance and fireproofing of buildings, and furthering the efforts of residents to help themselves and help each other.

With the goal of establishing Tokyo as an international tourist destination, which welcomes people from overseas with a spirit of *omotenashi* (hospitality), Tokyo is advancing the development of both tangible and intangible infrastructure, including the preparation of Wi-Fi hotspots and multilingual signage, and cultivating volunteers who can offer assistance to tourists.

In the area of the arts and culture, measures are being progressed to realize Tokyo as a city bursting with cultural attractions, where all kinds of people conduct creative activities, and where many can easily experience arts and cultural events.

In order for Tokyo to become such a leading global city, it will be imperative to build upon the 2006 plan for promoting intercultural cohesion at the local level formulated by the Ministry of Internal Affairs and Communications, and form a society where everyone can take an active part regardless of nationality, ethnicity, or other backgrounds. To do that, policies must move on to the next stage and be implemented from a new perspective of intercultural cohesion.

2 REALIZING A SOCIETY THAT VALUES INTERCULTURAL COHESION: CURRENT SITUATION AND CHALLENGES

1) Situation of Foreign Residents in Tokyo

① Foreign population

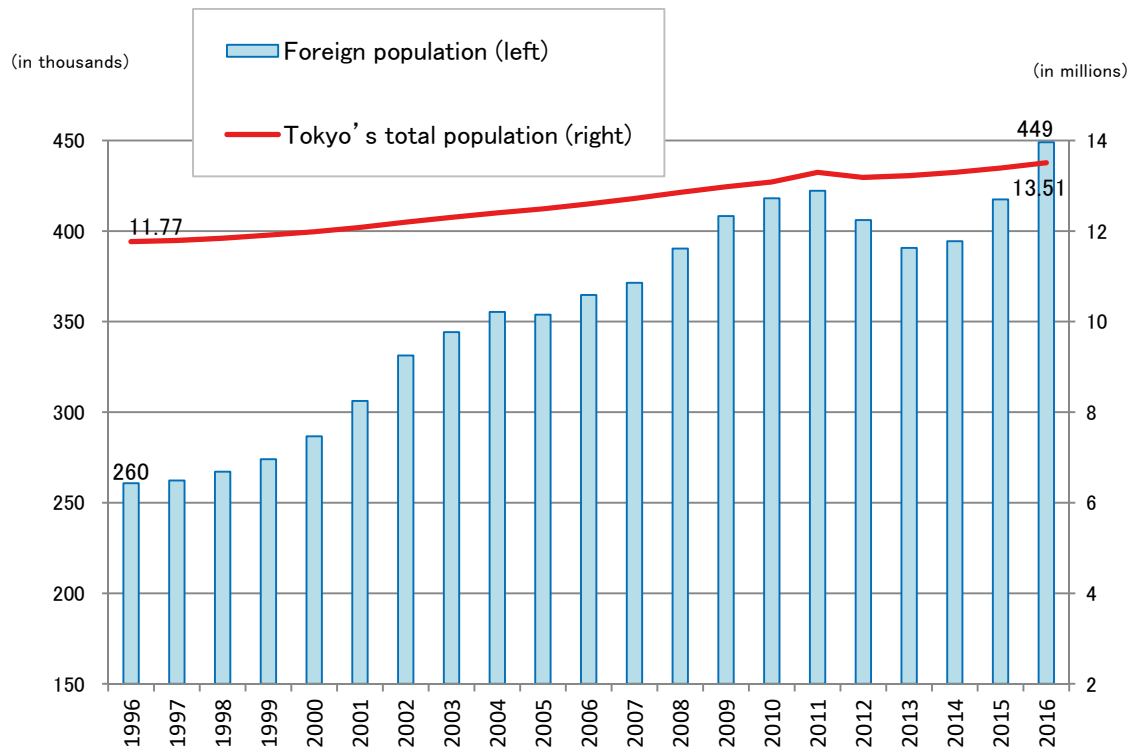
A. Changes in Tokyo's number and share of the foreign population

The number of foreign residents* in Tokyo stood at approximately 450,000 as of January 2016. The figure declined after the Great East Japan Earthquake in 2011, but started to rise again in 2014. While Tokyo's total population increased by about 15 percent over the past two decades, the foreign population grew by some 70 percent during the same period to reach a record high. [Figure 1]

Among the prefectures in Japan, Tokyo has the largest number of foreign residents, and also has the highest ratio of foreign residents to the total population. Of all foreign nationals in Japan, some 20 percent live in Tokyo. Osaka is home to the second largest number of foreign residents, followed by Aichi, Kanagawa, and Saitama prefectures. [Figures 2, 3]

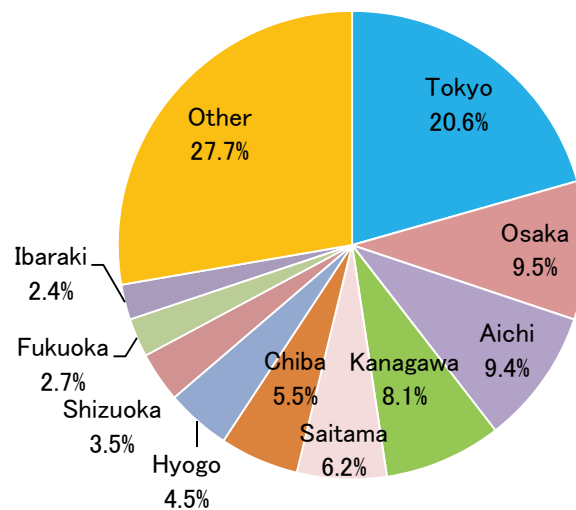
* Foreign nationals legally residing in Japan for over three months who are registered in the Basic Resident Register

[Figure 1] Tokyo's total population and foreign population



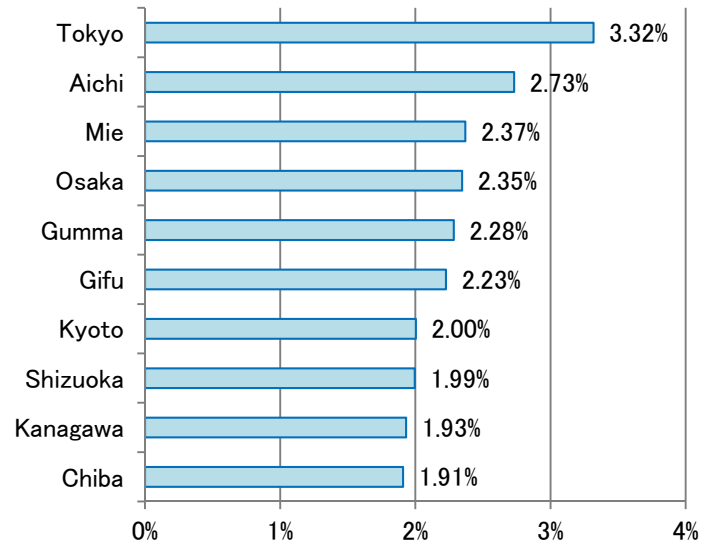
Source: "Population of Tokyo" (TMG Bureau of General Affairs)
 Note: Figures as of January 1 of each year

[Figure 2] Foreign residents by prefecture (as of June 2015)



Source: "Statistics on Foreign Residents" (Ministry of Justice)

[Figure 3] Ratio of foreign residents to total population (as of June 2015)



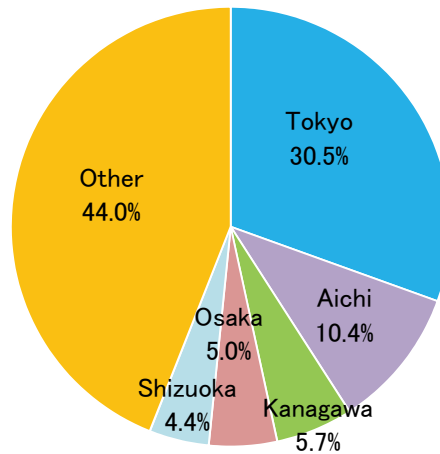
Source: Prepared from “Statistics on Foreign Residents” (Ministry of Justice) and population estimates for each prefecture

B. Foreign workers

Tokyo has the largest percentage of foreign workers in Japan at 30.5 percent [Figure 4].

In Tokyo, the number of foreign workers has been rising constantly, reaching 277,000 in 2015, a 2.3-fold increase from 2008. [Figure 5].

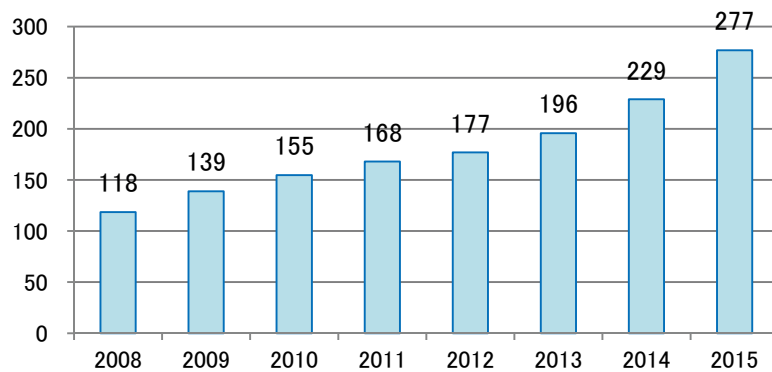
[Figure 4] Foreign workers by prefecture
(as of October 2015)



Source: “Situation of Notification of Foreign Nationals’ Employment Status” (Ministry of Health, Labour and Welfare)

[Figure 5] Number of foreign workers in Tokyo

(in thousands)



Source: “Situation of Notification of Foreign Nationals’ Employment Status” (Ministry of Health, Labour and Welfare)

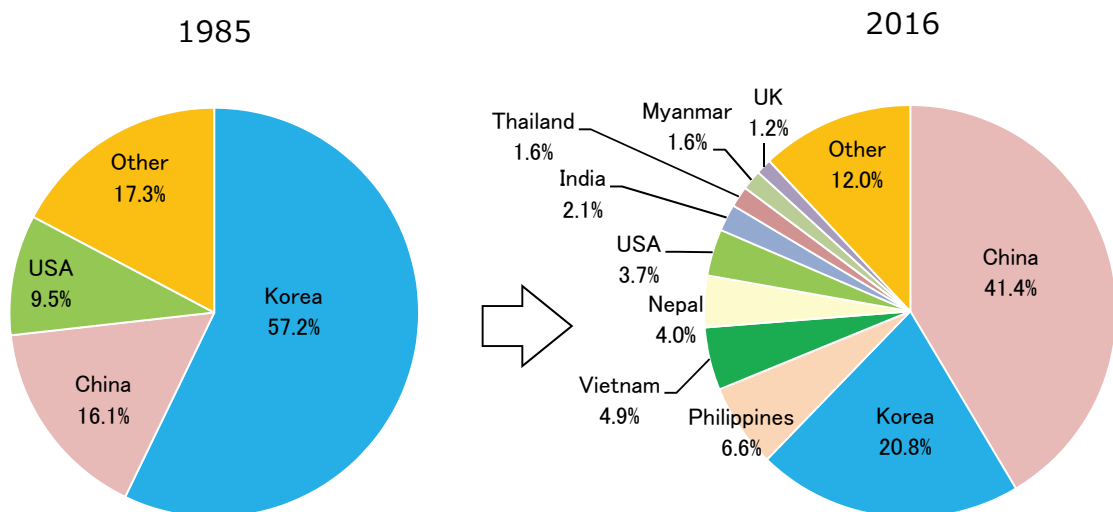
Note: Figures as of the end of October each year

② Nationality

By nationality, people of Korean nationality accounted for more than half the foreign residents in Tokyo some 30 years ago at 57 percent, followed by Chinese and Americans. Today, people of Chinese nationality are the largest in number, followed by Koreans and Filipinos [Figure 6].

Residents of Vietnamese, Nepalese and other nationalities have been increasing in recent years, contributing to more diversity in Tokyo's international population. As of January 1, 2016, foreign nationals of 179 different countries resided in Tokyo. It can be said that the city brings together people of various cultures, values, and other backgrounds [Figure 7].

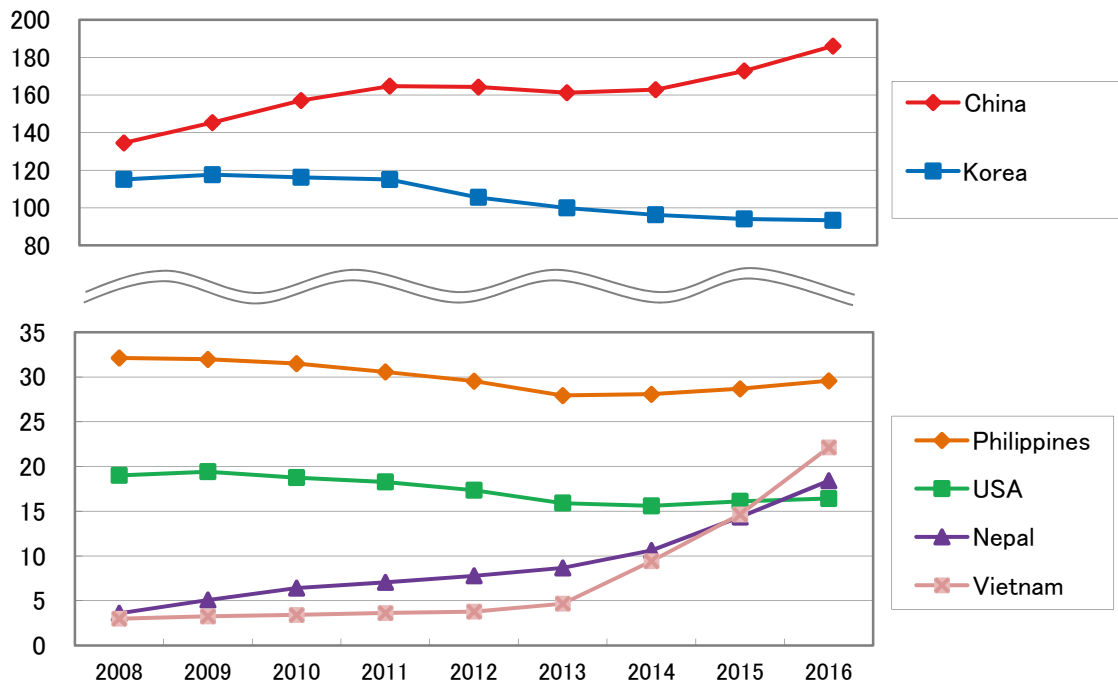
[Figure 6] Foreign residents in Tokyo by nationality



Source: "Foreign Population" (TMG Bureau of General Affairs)

[Figure 7] Foreign population by nationality (top 6 countries)

(in thousands)



Source: "Foreign Population" (TMG Bureau of General Affairs)

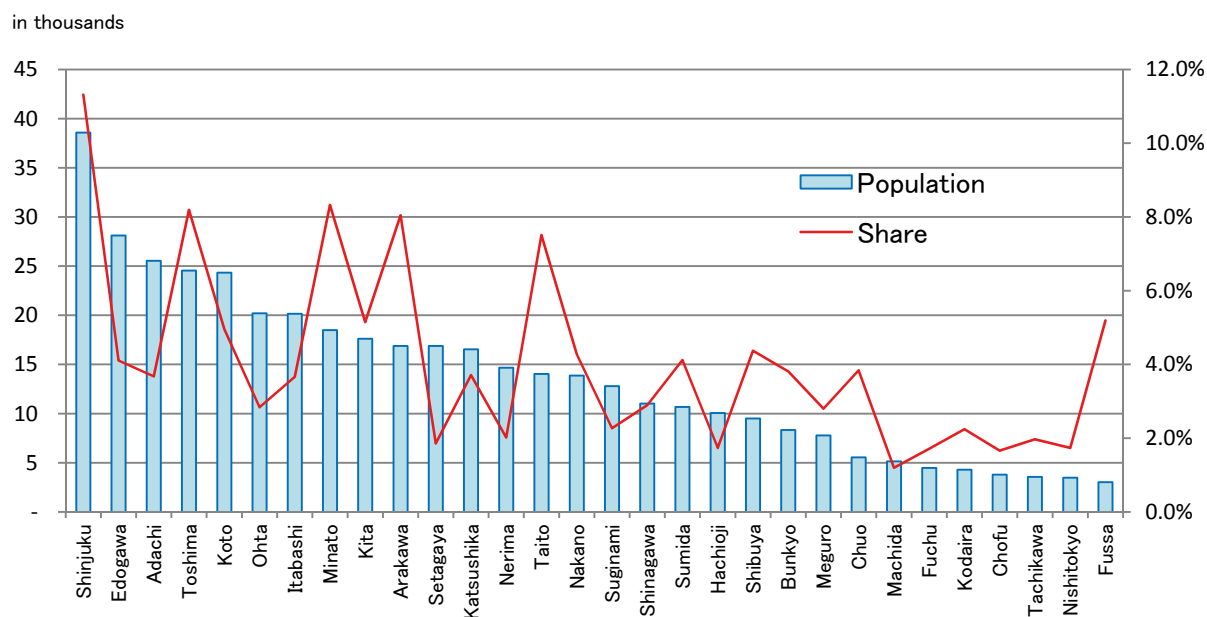
③ Number and share of foreign population by municipality

By municipality, Shinjuku-ku has the largest number of foreign residents. Edogawa-ku is a distant second, followed by Adachi-ku. In Shinjuku-ku, foreign people account for more than 10 percent of the population, a higher ratio than in any other municipality in Tokyo. Minato-ku, which is home to many embassies and foreign company offices, has the second highest percentage of foreign residents at about 8 percent of its total population. Although there are many foreign residents in Edogawa-ku and Adachi-ku, the ratios are not very high as these special wards have large populations. Comparing the special-ward area and the Tama area, the special-ward area has a higher number and share of foreign residents [Figure 8].

By nationality, Shinjuku-ku is home to the largest number of Chinese and Koreans. Similarly, many Vietnamese and Nepalese live in Shinjuku-ku, and also, in the adjacent Toshima-ku. The largest number of Filipinos lives in Adachi-ku, and Indians in Edogawa-ku [Table 1].

As can be seen by this distribution of foreign nationals, the situation of foreign residents differs from municipality to municipality.

[Figure 8] Number and share of foreign residents by municipality in Tokyo (top 30 municipalities) (as of January 2016)



Source: “Population of Tokyo (Estimates)” “Foreign Population” (TMG Bureau of General Affairs)

[Table 1] Foreign population by nationality by municipality in Tokyo (top 3 municipalities) (as of January 2016)

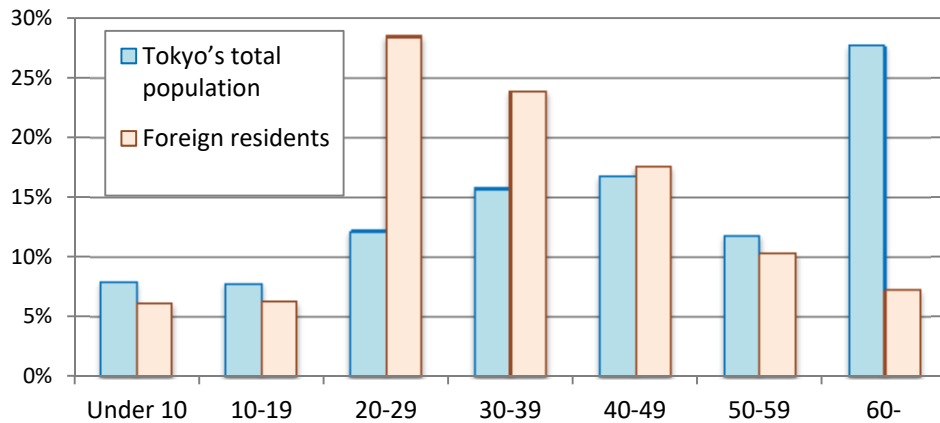
	Nationality	1st	2nd	3rd
1	China	Shinjuku 14,069	Edogawa 13,227	Koto 12,548
2	Korea	Shinjuku 10,142	Adachi 7,784	Arakawa 5,686
3	Philippines	Adachi 3,372	Edogawa 2,484	Ohta 2,257
4	Vietnam	Shinjuku 3,186	Toshima 2,575	Edogawa 1,367
5	Nepal	Shinjuku 2,869	Toshima 2,340	Ohta 1,620
6	USA	Minato 3,231	Setagaya 1,359	Shibuya 1,294
7	India	Edogawa 2,840	Koto 1,606	Taito 655
8	Thailand	Shinjuku 712	Edogawa 460	Ohta 408
9	Myanmar	Shinjuku 1,686	Toshima 1,425	Kita 778
10	UK	Minato 771	Setagaya 648	Shibuya 619

Source: “Foreign Population” (TMG Bureau of General Affairs)

④ Age demographics

Over 25 percent of Tokyo’s population in 2015 was 60 years old and older, with about one out of four residents a senior citizen. In contrast, for foreign residents, those in their 20s make up the largest age group, followed by those in their 30s and 40s. More than 50 percent of foreign residents in Tokyo are in their 20s or 30s [Figure 9].

[Figure 9] Tokyo’s total and foreign population by age group (as of January 2015)



Source: “Households and Population in Tokyo Based on the Basic Resident Register” (TMG Bureau of General Affairs)

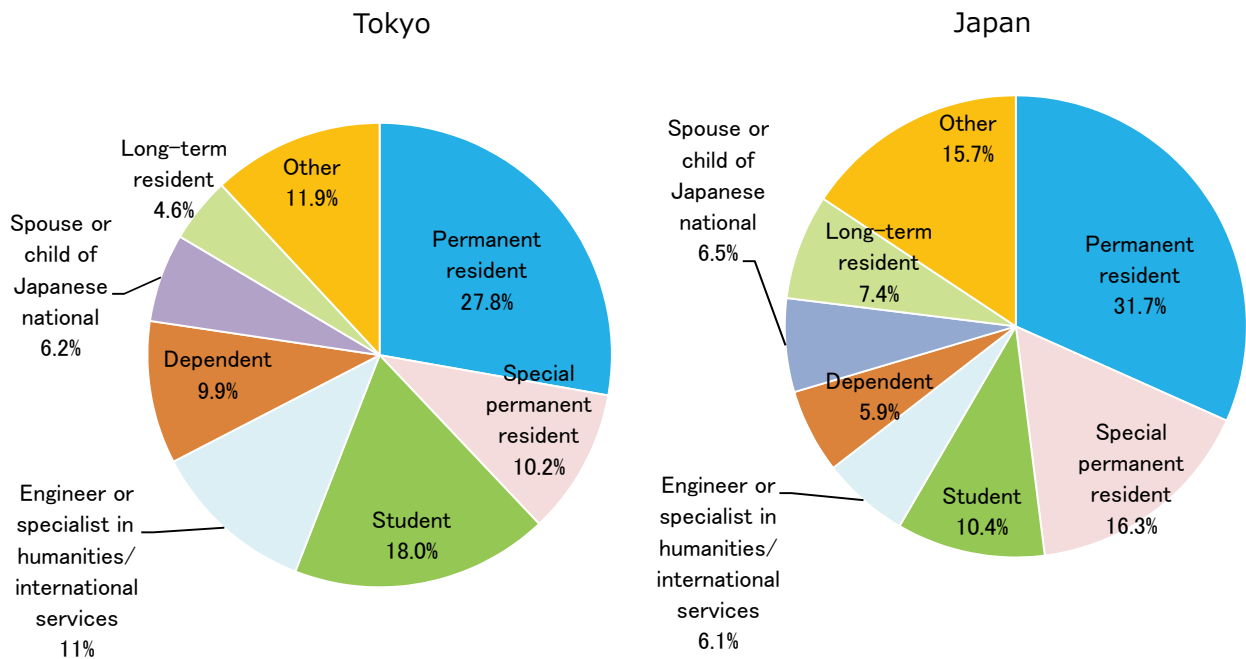
⑤ **Features distinctive to Tokyo in terms of status of residence**

Tokyo is home to many companies and educational institutions. Because of this, by status of residence, there is a higher ratio of students and so-called skilled professionals, including specialists in humanities/international services and engineers, in Tokyo than in other parts of Japan [Figure 10, Table 2].

The number of skilled professionals has been rising constantly since 2008, and the number of international students, which showed a drop after the 2011 Great East Japan Earthquake, is now growing again [Figure 11].

Among the prefectures in Japan, Tokyo has the largest share of skilled professionals at 52 percent, and the highest portion of students at about 35.6 percent [Figure 12].

[Figure 10] Breakdown by status of residence
(As of June 2015)



Source: “Statistics on Foreign Residents” (Ministry of Justice)

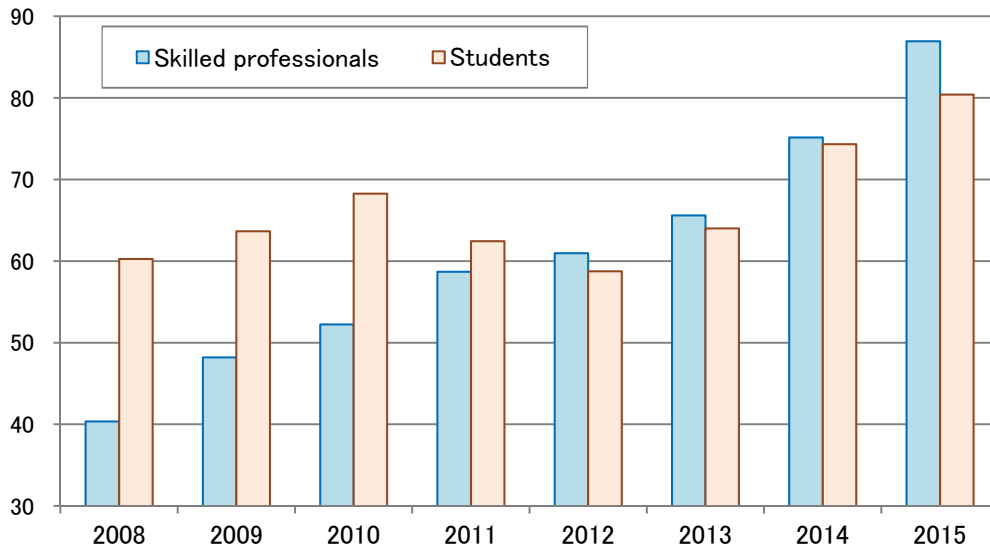
[Table 2] Tokyo’s share of companies, etc. in Japan

	Tokyo	Share of total	(Survey year)
No. of companies	259,771	15.2%	(2012)
No. of companies capitalized at 1 billion yen or more	2,748	46.1%	(2012)
No. of foreign affiliates	2,376	76.5%	(2014)
No. of universities	139	17.8%	(2014)

Source: “Industry and Employment in Tokyo: A Graphic Overview”
(TMG Bureau of Industrial and Labor Affairs)

[Figure 11] Skilled professionals and students in Tokyo

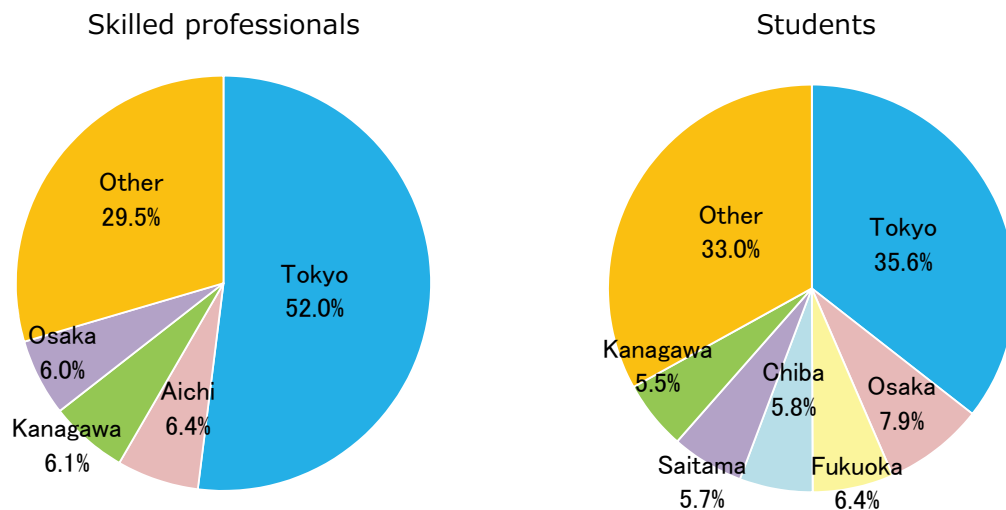
(in thousands)



*Skilled professionals: Foreign workers with status of residence in expert or technical fields (Researchers; software engineers; sales, accounting, and other business staff positions; business managers; legal and accounting services, etc.)

Numbers of skilled professionals as of the end of October each year (Source: “Situation of Notification of Foreign Nationals’ Employment Status” Ministry of Health, Labour and Welfare)
 Numbers of students as of the end of December each year (Source: “Statistics on Foreign Residents” Ministry of Justice)

[Figure 12] Breakdown of skilled professionals and students by prefecture



Source: “Situation of Notification of Foreign Nationals’ Employment Status (as of end October 2015)” (Ministry of Health, Labour and Welfare)

Source: “Statistics on Foreign Residents (as of the end of June 2015)” (Ministry of Justice)

⑥ **Summary of the situation of foreign residents**

Tokyo is home to the largest number of foreign nationals in Japan, and also has Japan's largest foreign working population. The nationalities of Tokyo's residents cover 179 countries, with people of a wide variety of nationalities living in various communities.

Trends can also be seen by area in Tokyo. To mention a few, many citizens of China, Korea, Vietnam, Nepal, Thailand, and Myanmar, citizens of the USA and UK, citizens of the Philippines, and citizens of India live in the special-ward areas of Shinjuku-ku, Minato-ku, Adachi-ku, and Edogawa-ku, respectively. A large percentage of foreign residents reside in Tokyo's special-ward area, and as for the cities of Tokyo, many live in Hachioji where there is a concentration of universities. In this way, each area has its distinct characteristics.

Viewing Tokyo's residents by age, the overall population of Tokyo is graying, with those 60 years old and older accounting for over 25 percent of the population. For foreign residents, on the other hand, those in their 20s make up the largest age group at over 25 percent, followed by those in their 30s and 40s.

By status of residence, those with permanent resident status constitute the largest group, with this tendency for settling down in Tokyo similar to the trend in Japan as a whole. But because of Tokyo's high concentration of companies, including foreign affiliates, and educational institutions such as universities, Tokyo has a higher percentage of international students and skilled professionals in areas such as engineering, humanities, and international services.

These facts show that foreign residents of various cultural and economic backgrounds live in a variety of areas in

Tokyo. In addition, while there are many foreign residents who are living in Tokyo for a comparatively short period of time, long-term residents are also increasing. Their needs for working, studying, and living in Tokyo differ according to their circumstances. It is thought that as more and more foreign residents become long-term residents of Tokyo, they will take on a larger position as members of their community. It is thus considered necessary to take a comprehensive approach in providing them with support for daily living and for more engagement in society, and promoting mutual understanding between Japanese and foreign residents in order to achieve intercultural cohesion in Tokyo.

2) **Current Situation of and Challenges to Promoting Intercultural Cohesion**

In July 2015, the Committee to Study the Promotion of Intercultural Cohesion, made up of academics, NPOs engaged in supporting foreign residents, companies, foreign residents of Tokyo, and others, was established to conduct studies in line with the situation of foreign residents in order to advance intercultural cohesion and achieve Tokyo's goal of becoming a global city. In addition, surveys were conducted and views heard from the municipalities, international associations, foreign resident support groups, educational organizations, and companies, among others, and discussions were held within the committee based on the results. The current situation and challenges facing the promotion of intercultural cohesion, which became clear through this process, are summarized as follows.

① **Active roles of foreign residents**

In order for Tokyo to become a city where everyone can feel happy and where everyone wants to continue to reside, it is essential to build an environment where all foreign residents can fully demonstrate their capabilities and play active roles as members of Tokyo. The current situation and the challenges facing the realization of such an environment are as follows.

*** Key views expressed at the committee**

- By receiving proper Japanese language support and education, the children of foreign long-term residents of Tokyo can become

globally-proficient talent who contribute to the development of Tokyo.

- Doing nothing to help children who cannot speak Japanese will lead to them becoming unable to go to school or to find work.
- Unless we start considering not only how to help foreigners, but how to actively engage them in building the community, no progress will be made in intercultural cohesion.
- Foreign nationals who have been transferred to Japan or are here on long-term work contribute to Tokyo's economy. Other places in Asia such as Singapore and Hong Kong employ the strengths of their foreign residents to boost their economic activity. Tokyo also needs to establish a system that can accept talent from overseas.
- Foreign residents probably have interest in the activities of their neighborhood or residents' associations, but the reality is that there is not much participation.

A. Nurture children and bring out their capabilities

- There are more than a few cases of children of foreign nationality or those who have Japanese nationality but have roots abroad, lacking sufficient mastery of the Japanese language, especially at the level needed for studies. There is also the issue of how to provide educational opportunities to children above compulsory education age. Currently in Tokyo, metropolitan high schools have established a quota for foreign residents in Tokyo, and various entities, such as the municipalities, municipal international associations, and organizations supporting foreigners, are providing support, including Japanese language studies, to children of long-term residents. However, because of issues such as lack of

Japanese language ability, there are cases where some of these children are unable to go to high school even if they wish to do so and find it difficult to later find jobs, thus hindering opportunities for them to demonstrate their abilities.



◆ Enhance support to children

If children of long-term foreign residents of Tokyo can learn Japanese and receive a proper education, we can hold high expectations on their active involvement in a variety of areas as members of Tokyo and a bridge between their native country and Japan. It is essential to promote efforts to enable these children, who hold the future in their hands, to lead lives in which they can hold hopes for what lies ahead. Initiatives should be taken to enhance support that responds to the diverse educational needs of children, and link this to future employment.

B. System to support foreign residents as a part of attracting foreign companies

○ Tokyo is recognized by the world's companies as an ideal city for business. In order for Tokyo to drive the sustainable development of the Japanese economy, since the designation of the Special Zone for Asian Headquarters in 2011, the Tokyo government has been aggressively rolling out activities to attract foreign companies. Specifically, in order to attract many companies to Tokyo, the Business Development Center TOKYO and other support desks currently provide

prospective startups and foreign companies thinking about advancing into Tokyo with consultations on developing business in Tokyo and one-stop assistance with the necessary paperwork.

- In addition, when foreign businesspeople come to Japan to work at foreign affiliates and others, they are greatly concerned about their family's living environment and children's education. They especially have a high interest in their children's education, with many seeking an educational environment on a par with that of their home country.



- ◆ Establish a support system for foreign businesspeople
In addition to offering business support to foreign companies setting up operations in Tokyo, it is essential to provide more detailed and comprehensive support concerning information beneficial for businesspeople to live in Tokyo such as various Japanese systems including the procedures needed for companies to establish business in Tokyo, health care systems, and their children's educational environment.

C. Promote the active roles of international students

- As a part of Japan's global strategy, the national government launched the "300,000 Foreign Students Plan" with the goal of accepting 300,000 foreign students by the year 2020. While the future increase of foreign students is expected, according to a study by the Japan

Student Services Organization, although 65 percent of privately financed international students wished to pursue a career in Japan after graduating, in fiscal year 2013 only about 25 percent of the total graduates found employment in Japan, with a large gap existing between the hopes of these students and reality.*

*Sources: "FY 2013 survey on living conditions of privately financed international students" and "FY 2013 survey on the career and degree status of international students"



◆ Promote employment of and business startups by international students

Opportunities to work and play an active role in Tokyo will be broadened to cover international students. The employment of international students will be beneficial to both the students and companies as they can play a valuable role at organizations such as small and medium-sized companies planning to develop business abroad, as a bridge linking their country and Japan. It will be essential to develop a system for support that allows international students living in Tokyo to play an even greater role in Tokyo after they graduate.

D. Community participation by foreign residents

- Just as are the Japanese, foreign residents are also members of the community. If they have children going to elementary or middle school, they have opportunities to participate in parent-teacher associations and other activities. But the fact is that even in areas where there

are many foreign residents, few participate in town/neighborhood associations or other community activities.



◆ Promote participation in community activities

As Tokyo's population ages, communities with a growing proportion of elderly Japanese and foreign residents emerge. If a disaster occurs in such a community, Japanese senior citizens and foreign residents must work together to evacuate or take other responses. Thus, rather than considering foreign residents as recipients of assistance, it will be necessary to strive to broaden opportunities for foreign residents to participate in community activities so that they can serve as pillars of the community.

② **Daily lives of foreign residents**

In Tokyo, the municipalities, international associations, foreign resident support organizations, and other groups are undertaking various efforts to ensure that foreign residents can live with peace of mind in the community. The current situation and challenges facing the lives of foreign nationals in Tokyo are as follows:

*** Key views expressed at the committee**

- If all the information on government services such as health care, welfare, and housing is available in one place, foreign residents will be able to use the services more.
- More information, especially on health care, housing, education, and disaster preparedness, should be provided in multiple languages.
- Some municipalities are preparing many brochures on living information for foreign residents, but whether they are actually getting their hands on this information and how much of this information is being used are not known.
- It is estimated that expats and their families will continue to increase. Won't it be necessary to give them more active support?
- So that businesspeople from overseas are able to live in Japan for a long time, it will be necessary to provide them with support such as preparing a living environment that prevents their families from becoming isolated in the community.
- From the perspective of taking in skilled professionals, as many of these people are intent on giving their children a good education, an environment where they feel reassured about their children's education would be a big incentive to them.

A. Provision of information about daily life

- So that foreign residents can go about their daily lives with a sense of reassurance, it will be necessary to prepare an environment where they can acquire information on matters such as health care, education, and disaster preparedness. However, as the nationalities of the foreign citizens in Tokyo grow increasingly diverse, it will be difficult to provide information in all their languages. In a survey conducted by the metropolitan government, 70 percent of international associations, which have many opportunities to come into actual contact with foreign residents, raised “how to provide information” as a current challenge they face. In addition, there are also views that while there are many measures to support foreign nationals, information on these measures is not necessarily reaching those who seek support.



- ◆ Provision of information to allow foreign residents to feel reassured about their daily lives

In order for foreign residents to go about their lives with peace of mind, the government must consider ways to effectively convey health care information and other needed information, so that even those who do not have sufficient Japanese ability can obtain the information they require. This includes engaging in efforts to provide as much information as possible in multiple languages centering on main languages used in Tokyo, and further advancing the provision of information in “simple

Japanese.”*

* Simple Japanese: When the Great Hanshin Awaji Earthquake hit in January 1995, many foreign residents were unable to obtain necessary information because of their lack of understanding of Japanese. Simple Japanese was devised as a simplified form of Japanese, which could be understood by foreigners in order to allow them to take proper action in times of disaster.

B. Support for more fulfilling lives

- Among the foreign nationals residing in Tokyo, there are many who would like to contribute to their society through volunteer activities, participation in community activities, and other means, but not only are there few activities that they can easily participate in, it is also a fact that such information is not effectively disseminated to them.



- ◆ Support for their participation in the local community through volunteer activities, etc.

In order to facilitate the participation of foreign residents in volunteer activities and other social activities, it is necessary that the government and international associations play a central role in improving the provision of information to them such as by adopting information media for the effective and efficient delivery of information and promoting multilingual provision of information.

- In the past, many expats and their families used to lead

lives only within communities built around their company or their children's educational environment, but in recent years, many have been showing interest in enjoying life in Japan more by coming into contact with Japanese culture through activities such as visiting sightseeing spots.



◆ Broad support to respond to various needs

In addition to providing support to ensure that they can lead daily lives with peace of mind, initiatives need to be taken to improve the provision of various information to foreign businesspeople and their families, such as on sightseeing, the arts, culture, and sports, which can make life more enjoyable and fulfilling.

③ **Awareness of intercultural cohesion**

To realize a society that values intercultural cohesion, an awareness of coexistence, which embraces diversity arising from differences including nationality, ethnicity, and religious beliefs, is essential. The current situation and the challenges facing awareness of intercultural cohesion are as follows.

*** Key views expressed at the committee**

- Many troubles concerning housing stem from differences in rental systems. As there are apartment owners who shun foreigners, it is necessary for both parties to deepen their knowledge.
- It is important that Japanese and foreign citizens accept and recognize their differences in culture and religious beliefs through exchanges.
- There are cases, such as trash disposal, where issues arise between foreign residents and Japanese due to differences in culture and customs. Educating Japanese as well on the concept of intercultural cohesion is felt necessary.
- It is important that Japanese and foreign residents accept their differences and build an environment where they can work together.
- An awareness of helping each other is necessary to prevent views that foreign and Japanese nationals are in competition with each other in matters concerning work.

A. Awareness of intercultural cohesion and understanding of different cultures

- Regarding housing matters, rules differ from country to country with, for instance, some countries not requiring that the room be returned to its original state when the

tenant vacates it. There are more than a few cases of troubles arising due to both Japanese and foreign residents not understanding each other's rules and manners. These include a lack of understanding by Japanese on the customs of foreign residents, and cases where foreign nationals are refused rooms just because they are not Japanese. There are also incidents of prejudice and bias leading to words and actions calling for the expulsion of specific ethnicities and nationalities.

- An effective way to understand a different culture is for the parties to actually come in contact with each other and hold exchanges, but there are few such opportunities. In a survey conducted by the Tokyo Metropolitan Government, there were many who thought that "increasing opportunities for Japanese and foreign residents to interact, such as encouraging the participation of foreign residents in the social activities of the community" is necessary to have both parties respect each other. There are also issues such as limitations in the existing platforms for exchange and the fact that many people do not know that such platforms for exchange exist.

* In the "Public Survey on Human Rights" conducted by the Bureau of Citizens and Cultural Affairs, Tokyo Metropolitan Government, April 2014, as "an initiative necessary to have foreigners and Japanese live while respecting each other," 44 percent of the respondents said, "increasing opportunities for Japanese and foreigners to interact, such as encouraging the participation of foreigners in the social activities of the community," with this placing second.



- ◆ Promote understanding of different cultures to both Japanese and foreign residents

In order to spread an awareness of intercultural cohesion

among both Japanese and foreign residents, it is necessary to broadly diffuse information among Tokyo residents on various foreign cultures, customs and others, and at the same time, advance efforts to have foreign nationals properly understand the culture and rules of Japan as residents of Japan. It is also important to increase opportunities for casual interaction in the community between Japanese and foreign residents, and advance initiatives to ensure that such exchange is not transient, but grows deeper and leads to mutual understanding. Moreover, it is essential to engage in effective provision of information so that more people can learn about platforms for exchange.

B. Cultivation of globally-proficient talent

- The globalization of the Japanese is also needed for Tokyo's development. In Tokyo's global enterprises, business is not something that can be conducted by foreign citizens alone; rather, large accomplishments can be made if both foreign and Japanese citizens work together as business partners. With regard to economic activities, it is essential to refrain from considering the two groups separately, and to be mindful of the fact that they support each other and do splendid work together.



- ◆ Cultivation of globally-proficient talent to support Tokyo
So that Japanese and foreign residents in Tokyo can cooperate and work well together based on mutual

understanding, it is essential to cultivate globally-proficient talent who will form the core of such efforts. To this end, we need to raise internationally minded young people starting from the school education stage through, among others, improving English language ability, experiencing living abroad or holding exchanges with different cultures, and fostering understanding of Japanese history, tradition and culture.

④ **System to promote intercultural cohesion**

Support has been provided to foreigners living in Tokyo through efforts promoted by the Tokyo Metropolitan Government, the municipalities of Tokyo, the Tokyo Intercultural Communication Committee, international associations, and others. The current situation and the challenges facing the system to promote the new form of intercultural cohesion in Tokyo are as follows:

*** Key views expressed at the committee**

- It seems that private groups are very powerful as a grassroots force.
- It would be good if the Tokyo Metropolitan Government had a scheme to support initiatives difficult for the municipalities to carry out alone, such as translation and interpretation from and into minority languages.
- With regard to educational support, the metropolitan government and municipalities should collaborate more to provide support to children.
- Collaboration between various departments and bureaus is very important in advancing measures.
- The division of roles between the metropolitan government and municipalities should be clearly defined.

- When an event concerning intercultural cohesion is held, the age groups and those showing interest will be limited if this is only promoted by the government. Educational and informative platforms that engage a wider range of people should be established through a little more collaboration with private grassroots groups.
- The bureaus of the Tokyo Metropolitan Government, municipalities, international associations, foreign resident support groups and other organizations are each conducting various support programs, but there are few connections between them, and information sharing is also insufficient.
- The municipalities are mainly charged with communication support, such as Japanese language studies and provision of information in multiple languages, and daily living support, including the labor environment and disaster preparedness. As the situation of the foreign residents, such as their nationality, population and aim of stay, differ from community to community, it is desirable for support programs to be implemented in line with the situation in the respective community. However, according to a survey conducted by the metropolitan government, about 46 percent of the municipalities are “not making much progress” or are “hardly making progress” in measures for intercultural cohesion, with a gap existing between municipalities in the degree of their measures.
- Tokyo also has many NPOs and other groups providing assistance to foreign residents through Japanese language classes, consultation services, and other

support. Support has been given to many foreigners through the efforts of these groups. However, the small size of most of these groups places limits on how much each group can respond to the various needs that exist in Tokyo.



◆ Strengthening cooperation between the various parties promoting intercultural cohesion

As measures for intercultural cohesion cover a wide range of areas including education, healthcare, welfare, labor, and disaster preparedness, it is indispensable to strengthen the system for collaboration among the Tokyo Metropolitan Government, municipalities, municipal international associations, and foreign resident support groups in order to connect these areas, strengthen collaboration, and provide more effective and efficient support. In particular, the Tokyo Intercultural Communication Committee has been recognized by the Ministry of Internal Affairs and Communications as a local internationalization association that is at the core of international exchange in Tokyo. With the committee positioned at the center of promoting of intercultural cohesion in Tokyo, further strengthening of cooperation and collaboration with related organizations and efforts to improve the system to advance intercultural cohesion will be a matter requiring immediate attention.

3 TOKYO GUIDELINES FOR THE PROMOTION OF INTERCULTURAL COHESION: MAKING TOKYO A LEADING GLOBAL CITY

1) Key Objective

In order for Tokyo to continue to develop as a world-leading city beyond 2020, it is essential to realize a society based on a new line of thought for intercultural cohesion in which both Japanese and foreign nationals play an active role in society and support each other. The following key objective has been established to realize this new intercultural society.

< Key Objective >

Embrace diversity and build a city where all residents can participate and play an active role in its development and feel safe.

To achieve the society described in the key objective, initiatives will be advanced based on three policy goals. And to advance these initiatives, the Tokyo Metropolitan Government will work closely with the Tokyo International Communication Committee to handle challenges that go beyond municipal borders and to actively find solutions to issues difficult for municipalities to address alone. Tokyo will also enhance support for municipalities, international associations, foreign resident support organizations and others.

2) Policy Goals

Policy Goal 1

Prepare an environment where both Japanese and foreign residents can play active roles.

Prepare an environment that allows foreign residents of Tokyo to demonstrate their full potential and play active roles in society, by steadily advancing initiatives such as providing educational support for children. Also build an environment where foreign nationals can play even greater roles in Tokyo by providing daily living support to foreign businesspeople and residents, as well as assistance to international students and others in finding jobs, starting up businesses, or other activities. Furthermore, facilitate the participation of foreign residents in community activities and volunteering so that they can be involved in local society as members of that community.

Policy Goal 2

Enhance support needed for all foreign residents to live with a sense of reassurance and to enjoy life more.

Allow all foreign residents of Tokyo to lead lives with a sense of reassurance by enhancing provision of information on daily life, including multilingual information on education,

health care, and disaster preparedness. Moreover, in addition to conveying information on sightseeing, the arts, culture, and sports, also enhance opportunities for local interaction so that foreign residents can lead more enjoyable lives and gain a sense of fulfillment as members of the Tokyo community.

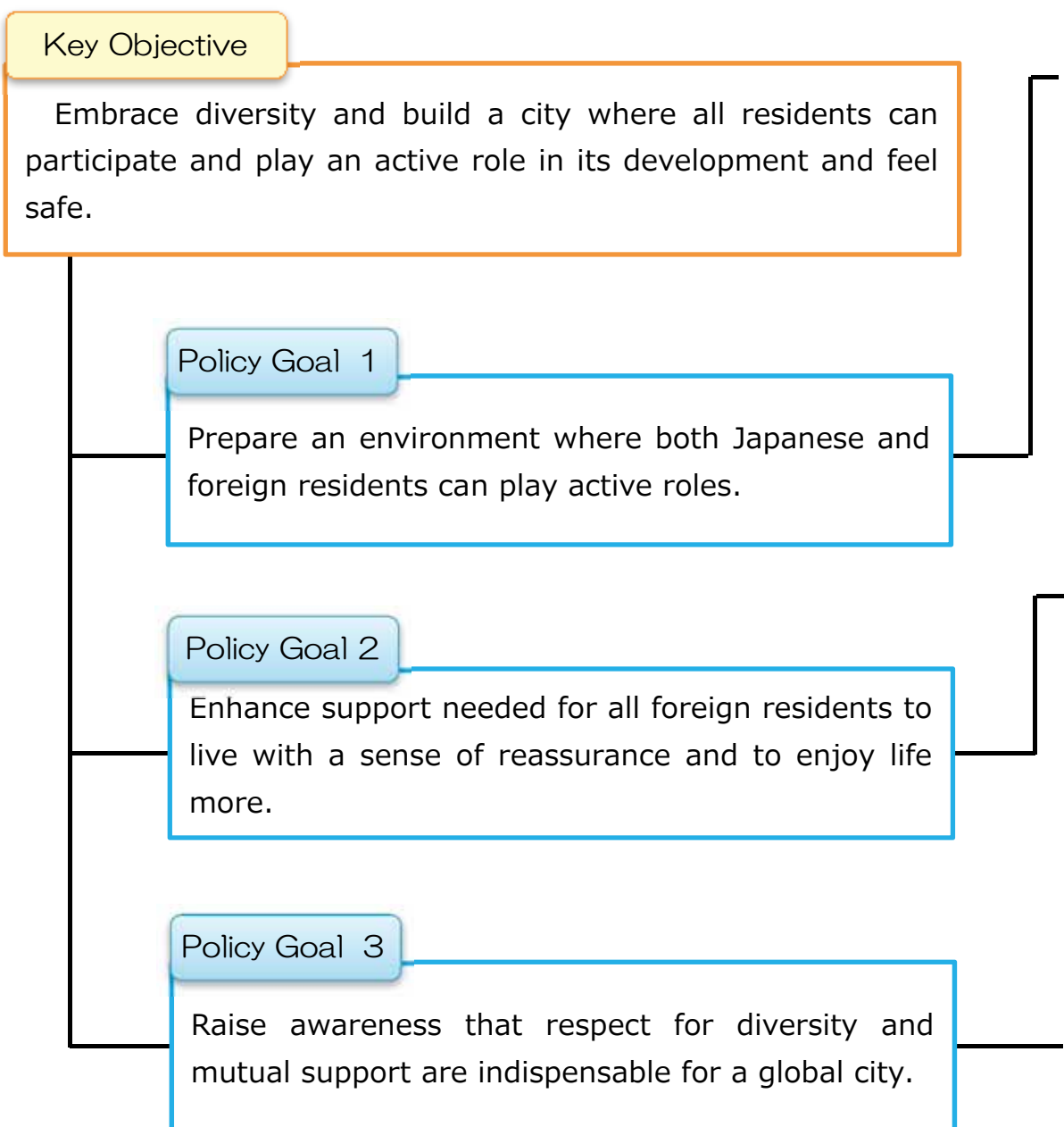
Policy Goal 3

Raise awareness that respect for diversity and mutual support are indispensable for a global city.

Build a society where Japanese and foreign nationals can live side by side with an open mind about diverse cultures and values stemming from differences in nationality, ethnicity and other backgrounds, by enhancing initiatives encouraging both Japanese and foreign members of the community to understand foreign cultures. In addition, cultivate awareness among Japanese and foreign residents of helping each other based on mutual respect and understanding of responsibilities, by promoting initiatives to help the foreign residents of Tokyo better understand Japanese customs and rules.

3) Policy Implementation Scheme

In order to resolve challenges facing the realization of a society that values intercultural cohesion, more effective initiatives tailored to various needs will be implemented by organizing the policies and measures based on the key objective and policy goals, and by considering the characteristics of Tokyo.



Examples of Policy Implementation

- Help raise the next generation of foreign residents.
- Enhance support for Japanese language learning.
- Support international students and other foreign nationals in finding employment and starting up companies.
- Support foreign companies expanding their business to Tokyo.
- Promote participation by foreign residents in community activities, volunteering, etc.

< Support for added peace of mind in daily life >

- Centralize information on topics such as daily life and disaster preparedness.
- Enhance multilingual capabilities at facilities such as medical institutions.
- Improve multilingual signage and displays in transit systems, etc.
- Provide information on educational institutions offering programs equivalent to those found in the foreign resident's home country.
- Support municipalities in enhancing their measures to support foreign residents.

< Support to enrich the lives of foreign residents >

- Provide information that will make life in Tokyo more enjoyable.
- Promote participation by foreign residents in community activities, volunteering, etc.

- Foster awareness of accepting diverse values.
- Cultivate awareness of respect for human rights and promote this effort in Japan and abroad.
- Enhance education to cultivate globally-proficient talent.
- Increase opportunities for interactions between Japanese and foreign nationals.

Examples of Policy Implementation

Policy Goal 1

Prepare an environment where both Japanese and foreign residents can play active roles.

- Help raise the next generation of foreign residents

By receiving a proper education in Tokyo, the children of foreign nationals will become the next generation of globally-proficient talent. Extending essential support to this generation now could be very valuable in years to come. To this end, work will be undertaken to enhance education for the children of foreign nationals at public schools. This will include studying ways to increase the number of foreign residents accepted at metropolitan high schools, such as opening a new metropolitan international high school, and holding instructor training programs for the teaching of Japanese.

In addition, support will be given to foreign resident support organizations and other groups engaging in efforts that will help raise global talent for the future, such as providing children of foreign nationality or those who have Japanese nationality but have roots abroad, with assistance in acquiring the Japanese language skills necessary for studies to advance to high school or university.

- Enhance support for Japanese language learning

The biggest obstacle in the lives of foreign nationals is the Japanese language. Increasing opportunities for them to

learn Japanese will expand situations in which they can actively participate in society and will also help cultivate supporters of the community. In Tokyo, the municipalities, local international associations, and foreign resident support organizations hold Japanese language classes tailored to the needs of each respective area and student capabilities. By more widely publicizing these Japanese classes through a multilingual portal site and making this information easily accessible, foreign residents will be given more opportunities to learn Japanese.

- Support international students and other foreign nationals in finding employment and starting up companies

International students and other foreign nationals who wish to work in Tokyo are anticipated to be talent contributing to globalization or innovation from reasons including their different cultural background and connections with their home country. Therefore, international students and other foreign nationals who want to work in Tokyo will be provided with knowledge on how to find employment or start a business. Support also will be given for smoother employment placement by, among others, introducing companies and organizations to successful cases of globalization brought about by foreign employees as well as examples of problems that have arisen due to differences in culture and customs.

- Support foreign companies expanding their business to Tokyo

In cooperation with organizations such as the Business Development Center TOKYO, businesspeople of foreign companies thinking of developing business in Tokyo and their families will be introduced to life in Tokyo, including social rules and manners, via multilingual websites and brochures to help them move to Tokyo and start their lives here.

- Promote participation by foreign residents in community activities, volunteering, etc.

Awareness of participation in the community by foreign residents will be cultivated, and a richer environment will be built where foreign residents can actively participate alongside Japanese residents. Specifically, through new partnerships with companies, universities, and others, information on volunteer activities where foreign residents can employ their capabilities such as interpreting or translating, and those that do not require proficiency in Japanese, will be actively provided to foreign residents to encourage their participation. In addition, efforts to build an environment where foreign residents can participate as members of the community will be advanced in collaboration with the municipalities and other organizations, such as promoting their participation in town and neighborhood associations.

Policy Goal 2

Enhance support needed for all foreign residents to live with a sense of reassurance and to enjoy life more.

< Support for added peace of mind in daily life >

- Centralize information on topics such as daily life and disaster preparedness

For foreign nationals to lead safe and secure lives, an environment where they can easily obtain information related to daily life and disaster preparedness is crucial. A portal site that consolidates information provided separately by the Tokyo Metropolitan Government and municipalities on matters such as daily life and disaster preparedness will be launched to build an environment where necessary information can be easily acquired. With respect to language, in addition to advancing measures to make the information available in as many languages as possible, starting with the languages used most by foreign residents of Tokyo, provision of information in “simple Japanese” will also be advanced. In cooperation with the municipalities, information such as social rules and manners will also be provided to foreign nationals starting life in Tokyo.

- Enhance multilingual capabilities at facilities such as medical institutions

To ensure peace of mind for foreign nationals living in Tokyo, it is essential that they are able to obtain information related to medical care. Along with enhancing multilingual

information on medical institutions and other such services, a system that provides easy access to information will also be established. Consultation in multiple languages at Tokyo metropolitan hospitals and other facilities will be provided to create a more substantial environment for foreign nationals to receive treatment with peace of mind.

- Improve multilingual signage and displays in transit systems, etc.

To promote and enhance signage, displays and other multilingual support, which are indispensable in preparations for the Tokyo 2020 Olympic and Paralympic Games, a council was established for cooperation and collaboration among the relevant national agencies, local governments and organizations, private organizations and companies, and others. Based on initiatives set forth by the council, Tokyo will also enhance multilingual support by improving signage and displays, including those used in public transportation.

- Provide information on educational institutions offering programs equivalent to those found in the foreign resident's home country

Children of expats stationed in Japan for a short time who are educated at Japanese public schools sometimes face hurdles in continuing their education upon return to their home country due to issues such as differences between the education systems. More information on academic institutions such as international schools will be provided to foreign nationals who wish to receive an education

equivalent to that of their home country.

- Support municipalities in enhancing their measures to support foreign residents

The situation of foreign residents varies by municipality, and differences exist in the content of measures implemented respectively by the municipalities. The Tokyo Metropolitan Government will play a central role in enhancing measures to support foreign residents of the metropolis through efforts such as information sharing between the municipalities and studying support measures that incorporate foreign resident perspectives. In addition, Tokyo will also proceed with the development of staff, centering on municipality office staff, who will be able to deal with and advance collaboration and cooperation with the government authorities, foreign resident support groups, and other various organizations to address the diverse issues arising from language, cultural and other differences.

< Support to enrich the lives of foreign residents >

- Provide information that will make life in Tokyo more enjoyable

For foreign residents to play an active role in Tokyo, it is also important that they are able to enjoy life here. This will also link to building fans of Tokyo who can introduce the attractions of Tokyo to people in their home country. To that end, an environment that allows foreign residents to lead more comfortable and fulfilling lives will be prepared

through central provision of information on tourism, the arts and culture, sports and other topics that make life in Tokyo more enjoyable by the Tokyo International Communication Committee.

- Promote participation by foreign residents in community activities, volunteering, etc. <reposted>

Awareness of participation in the community by foreign residents will be cultivated, and a richer environment will be built where foreign residents can actively participate alongside Japanese residents. Specifically, through new partnerships with companies, universities, and others, information on volunteer activities where foreign residents can employ their capabilities such as interpreting or translating, as well as activities that do not require proficiency in Japanese, will be actively provided to foreign residents to encourage their participation. In addition, efforts to build an environment where foreign residents can participate as members of the community will be advanced in collaboration with the municipalities and other organizations, such as promoting their participation in town and neighborhood associations.

Policy Goal 3

Raise awareness that respect for diversity and mutual support are indispensable for a global city.

- Foster awareness of accepting diverse values

A lack of understanding by Japanese and foreign residents of each other's cultures and customs could generate misunderstandings and prejudiced views, causing both parties to become unable to accept each other's values. While taking in the opinions of experts and others, studies will be advanced on tools and content that can widely introduce national characteristics and religious beliefs, and various cultures and customs that require special consideration. For foreign nationals starting life in Japan, the Internet, brochures, and other mediums will be used to explain Japanese culture and customs and facilitate proper understanding. In addition, more substantial support will be provided to foreign resident support groups and international associations that engage in raising awareness among Tokyo residents through the hosting of forums and symposiums.

- Cultivate awareness of respect for human rights and promote this effort in Japan and abroad

To build a society where Japanese and foreign nationals respect each other, it will be necessary to take initiatives to eradicate all forms of discrimination arising from differences such as race, color, and ethnicity. Along with mounting a large-scale campaign based on the Tokyo Metropolitan

Guidelines for Promotion of Human Rights Policies, centers for activities to educate the public will be strengthened to improve the dissemination of information. Also, in preparation for the Tokyo 2020 Olympic and Paralympic Games, Tokyo's initiatives for respect of human rights will also be made known within Japan and overseas.

- Enhance education to cultivate globally-proficient talent
School education efforts from the compulsory education level must be taken to cultivate individuals who can work alongside people of different cultural backgrounds and play an active role on the global stage.
In line with the Tokyo Metropolitan Government's Fundamental Principles for Educational Policies, measures will be promoted throughout elementary, junior high, and high school, including English education that enables children to acquire English listening, speaking, reading, and writing skills; programs to experience and understand Japanese tradition and culture; and initiatives to develop communication skills through interaction with foreign nationals such as the English language instructors of the JET program. Through such efforts, people who can play an active role on the global stage, with practical English skills that can be used in the world, an awareness and pride in being a Japanese and a rich cosmopolitan outlook will be nurtured.

- Increase opportunities for interaction between Japanese and foreign nationals

To foster an awareness that Japanese and foreign members of the community support each other, cooperation and collaboration will be promoted among diverse actors including embassies, private organizations such as companies and universities, municipalities, and international associations, and platforms for intercultural and intergenerational exchanges between Japanese and foreign residents will be created. Specifically, in addition to traditional forms of exchange, pioneering initiatives that have been producing results will be expanded. These include exchange events that Japanese and foreign residents have worked on together from the planning stage to operation.

Furthermore, support will be given to arts groups and other such organizations that engage in furthering the social participation and understanding of foreign residents through initiatives including expansion of opportunities for foreign residents to experience or participate in activities related to the arts and culture

4) Role of Each Actor in an Intercultural Society

In order to steadily implement measures to promote intercultural cohesion, it is indispensable that the government, the Tokyo International Communication Committee, local international associations, foreign resident support organizations, and other actors strive to cooperate with each other while taking into account their respective roles. To this end, the division of roles between the actors will be clarified and a system to promote initiatives will be developed.

① The roles of the government, Tokyo International Communication Committee, local international associations, and foreign resident support organizations, and developing the foundation to promote activities

A. Roles of the actors

● Tokyo Metropolitan Government

As a regional government, the Tokyo Metropolitan Government will support the initiatives of the municipalities and along with engaging in matters such as issues difficult for the municipalities to handle alone, will promote collaboration and cooperation between the various actors in Tokyo that are involved in intercultural cohesion.

- Collect information on initiatives concerning intercultural cohesion implemented by the various actors and build a system that permits those who need this information to

easily obtain it.

- Conduct broad educational programs to spread awareness of intercultural cohesion among Tokyo residents as a whole.
- Train specialized personnel in municipalities who can comprehensively coordinate over a wide variety of areas such as education, health care, welfare, labor, and disaster preparedness in order to provide detailed support for the diverse needs of local foreign residents.
- Information on matters such as the needs of foreign nationals will be collected from embassies and other foreign representative offices, foreign resident support organizations, experts, and others, and reflected in policies.

● **Tokyo International Communication Committee**

For the Tokyo International Communication Committee to continue to play a central role in promoting intercultural cohesion and international exchange in Tokyo, it must strengthen support and coordination functions for the programs conducted by international associations and foreign resident support organizations, and also work to enhance their networks and promote their cooperation. The Committee's structural foundation will be strengthened to steadily advance these initiatives and realize a society that values intercultural cohesion.

- **Municipalities**

Municipalities are the government entities most closely in contact with foreign residents, and are the most important actors in building communities that value intercultural cohesion. It would be desirable for the municipality, as the entity providing direct support to its foreign residents to prepare systems that can appropriately deliver administrative services based on their current situation in the community, and advance the formation of a community where foreign nationals can, together with Japanese residents, participate and play an active role.

- **International associations**

It would be desirable for the international associations of Tokyo's special wards and cities to work with the Tokyo Metropolitan Government, municipalities, and the Tokyo International Communication Committee, and push forward initiatives tailored to the issues and needs of each community, including provision of information in multiple languages, consultations, and activities for interaction between foreign and Japanese residents, in order to advance international cohesion.

- **NPOs and other organizations that support foreign residents**

Private support groups that promote intercultural cohesion not only employ their respective expertise to provide detailed support to foreign residents concerning issues they face, but also aggressively roll out initiatives such as those encouraging their participation in

community activities. Going forward, it is anticipated that these organizations will take on the role of supporting more active participation in society by both foreign and Japanese residents together.

- **Central government**

Along with advancing the establishment of systems for the formation of a society that values intercultural cohesion, promoting the acceptance of skilled professionals and international students, and working for proper immigration control for the realization of a safe and secure society, the central government is expected to work closely with the related agencies to provide comprehensive support for the various intercultural cohesion measures implemented by local governments.

B. Developing a foundation

- **Building a system for information provision and consultation**

The Tokyo Intercultural Communication Committee, which is central to the promotion of intercultural cohesion in the metropolis, will be restructured, and, along with establishing systems for information provision and consultation, comprehensive support for the lives of foreign nationals in Tokyo will be enhanced through information sharing and cooperation with relevant organizations such as municipalities, international associations, and support groups.

- **Cultivate personnel for the establishment of a foundation to provide total support**

In order to create an environment where foreign nationals can play active and responsible roles in the community, it is essential to address in detail the diverse needs of the community's foreign residents. Accordingly, the Tokyo Metropolitan Government and Tokyo International Communication Committee will take the lead in cultivating specialized personnel in municipalities, international associations and others who will be capable of comprehensively coordinating various matters in the municipalities including support in a wide range of areas such as education, health care, welfare, labor, and disaster preparedness, and cooperation with various organizations.

- ② **Promotion of intercultural cohesion through participation by all, including Tokyo residents, companies, and academic institutions**

In addition to the aforementioned entities, there are roles to be played by Tokyo residents, companies, and academic institutions. United efforts by these actors are needed throughout Tokyo to realize a society that values intercultural cohesion.

- **Tokyo residents**

It is crucial for Tokyo, which will host the Tokyo 2020

Olympic and Paralympic Games, to be a city that embraces and respects diverse cultures, values, and customs. To that end, it would be desirable for all Tokyo residents, both foreign and Japanese, to be tolerant and accepting of diversity resulting from differences in nationality, ethnicity, religion, and other factors. It would also be desirable for foreign residents of Tokyo to live with an understanding of Japanese culture and customs, as well as social rules and manners, and as important members supporting local society, join Japanese residents in playing active roles in the community, with both parties helping and supporting each other.

○ **Companies**

Recognizing that diversity generates new creativity and leads to innovation, it is hoped that companies employ and train international students and long-term foreign residents as important talent who will support company activities in the same way as Japanese employees, and build an environment that respects the culture and customs of foreign employees, helps foreign employees to become acclimatized, and allows them to demonstrate their capabilities. It is hoped that companies widely inform society of the initiatives they are taking to promote the active participation of foreign nationals and work with entities such as governments and universities to promote the development of a diverse society.

○ **Universities and other academic and research institutions.**

Along with promoting the acceptance of international

students by making universities more attractive through means such as advancing globalization and raising the level of education and research, it is hoped that these institutions further enhance proper support to international students for their education and research, and daily lives. It would also be desirable for them to actively support international students in finding employment in Tokyo after graduating through cooperation with governments and companies. Moreover, it is hoped that these institutions strive to cultivate people who will advance the realization of intercultural cohesion by collaborating with communities and companies to, among others, promote the participation of international students in the local community and secure opportunities for interaction.

○ **Schools (elementary, junior high, and high schools)**

It is hoped that schools enhance proper language and study support to children who lack sufficient understanding of Japanese, based on awareness that they will help support Tokyo's future development. It is also hoped that schools foster an inclusive mindset through initiatives such as the Olympic and Paralympic educational program and cultivate globally-proficient talent capable of building a society where Japanese and foreign nationals can actively participate together.

<Appendix> Intercultural Cohesion Promotion Committee

➤ 2015 The list of members for Intercultural Cohesion Promotion Committee

Name	Title
Hideo Asaoka	Hachioji City Office Director, Multicultural Society Promotion Section, Resident Activities Promotion Division
Akira Ishiwata	Meguro International Friendship Association Secretary General
Masatoshi Kishimoto	Omikoshi Omatsuri Party PR
Sunjung Kim	Foreign student
Akihiko Suzuki	OCNet (Ohta Citizens' Network for Peoples' Togetherness) Representative Director
Yasushi Suzuki	Shinjuku city Office Director, Multicultural Society Promotion Division, Regional and Cultural Affairs Department
Maurani Tan	Interpreter/translator
Mika Hasebe	Tokyo University of Foreign Studies Lecturer, Center for Multilingual Multicultural Education and research
Hiromi Hirose	NHK Senior Commentator
Katsunori Miyoshi	ARTS COUNCIL TOKYO Director General
Masato Morita	JPMorgan Securities Japan Co., Ltd. Associate, Human Resources
Kyoko Yasuda	Chuo Cultural and International Exchange Association Volunteer
Masayo Yamazaki	Lawson, Inc. CEO Office
Keizo Yamawaki	Meiji University Professor, School of Global Japanese Studies
Gautier Luckemann	DENTSU Diversity LAB
Michelle Wang	NPO Multicultural Center Tokyo Director, Adviser

➤ Records of Intercultural Cohesion Promotion Committee

[The 1st conference]

The date: July 9, 2015

Agenda: "Guidelines for Intercultural Cohesion Promotion"

[The 2nd conference]

The date: September 8, 2015

Agenda: "Issues and Measure Goals (plan) for the Tokyo Intercultural Cohesion Promotion"

[The 3rd conference]

The date: November 5, 2015

Agenda: "Consideration towards creating an outline for the Intercultural Cohesion Promotion Guidelines (provisional title)"

[The 4th conference]

The date: December 21, 2015

Agenda: "Outline for the Intercultural Cohesion Promotion Guidelines (provisional title)"

[The 5th conference]

The date: February 16, 2016

Agenda: "The Report"

Tokyo Guidelines for the Promotion of Intercultural Cohesion

Published on March, 2016

Edited and issued by: Community Activity Promotion Section, Citizen's Affairs
Division, Bureau of Citizens and Cultural Affairs, Tokyo Metropolitan Government
2-8-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 163-8001 Japan
Tel: +81(3)5320-7738

Printed by: Shinso Printing Co., Ltd.

Print Number: 27(85)

東京都多文化共生推進指針

世界をリードするグローバル都市へ

平成 28 年 3 月 発行

登録番号 (27) 85

編集・発行 東京都生活文化局都民生活部地域活動推進課
東京都新宿区西新宿二丁目 8 番 1 号
電話 03-5320-7738 (ダイヤルイン)

印刷 シンソー印刷株式会社
東京都新宿区中落合一丁目 6 番 8 号



古紙/リサイクル紙配合率70%再生紙を使用しています



この印刷物は、印刷用の紙へ
リサイクルできます。

