

News Release

2024.12.2

Fourth team of Indonesian elderly care workers arrived in Japan, total number reaching 35

Shinoken Group Co., Ltd. (Tokyo headquarters: Minato-ku, Tokyo, President & CEO Hideaki Shinohara, hereinafter referred to as "our group") is pleased to announce that five elderly care workers from Indonesia arrived in Japan on December 1, completed the necessary procedures, and have been assigned to our group's Lifecare facilities. This is the fourth time for our group to accept elderly care workers, and the total number reached 35, more than 10% of the life care business workforce.



Our group will continue to aim for a sustainable elderly care workers training system.



■ Background and approaches to solving labor shortages

According to the data from the Ministry of Health, Labor and Welfare, there will be a shortage of approximately 250,000 elderly care workers in 2026*1. Our group's vision is to be "a life support company for all generations around the world," and our subsidiary, Shinoken Wellness Co., Ltd. provides various elderly care services for seniors and their families, and we consider "securing elderly care personnel" as one of the challenges for sustainable growth.

The revised Immigration Control Act has created the "specified skill" residence status, which are available for acceptance from April 2019. Utilizing this system, in order to secure elderly care personnel, in November of the same year, our group entered into an alliance with local universities and nursing schools in Indonesia, where we are expanding our business, regarding the securing of human resources, and began efforts to accept elderly care personnel from Indonesia.

■ **Forth team arrived Japan, total number reaching 35.**

Due to COVID-19, the arrival of the first team was postponed until March 2022, but we have continued to accept elderly care personnel since then, and now the fourth team of five workers has arrived in Japan and have been assigned to our group's Lifecare facilities.



Elderly care workers from Indonesia working at the facility

This brings the total number of Indonesian elderly care personnel to 35, more than 10% of the life care business workforce. All of them have been working at each of our facilities continuously to date, and have received comments from users of our services, such as “They are very cheerful, kind, considerate, and gives me energy,” and “I support them because living and working in a foreign country is difficult.”

■ **Strengths and features**

We have established a group-wide support system to secure and develop human resources that are work-ready and highly motivated to grow.

| Securing Human Resources | Providing Housing | Registered Support Organization |
|--|--|---|
|  |  |  |
| <p>Affiliated with universities and schools specializing in nursing and medicine</p> | <p>Fully furnished private rooms with privacy Newly built dorms with community space</p> | <p>Ongoing support for pre- and post-entry procedures and periodic interviews</p> |
| <p>Indonesia</p> | <p>Shinoken Produce Co., Ltd.</p> | <p>Shinoken Office Service Co., Ltd</p> |

■ **Toward a sustainable human resource development system**

Three years will have passed since the first team of employees entered Japan in March 2025. Approximately 85% of the first team of employees wish to continue working for our group and plan to improve their skills by taking the national qualification as a care worker. If they are able to obtain a care worker license, they will be able to stay with their families and work in Japan without any restrictions on their period of stay.

In addition, the Japanese government is currently discussing “legislation for employment of some services such as home-visit care,” which would allow foreign nationals to work in the field of home-visit care, etc. *2.

We will continue to strive to create an environment in which elderly care personnel can work and play an active role with reassurance over the long term by providing support for skill development toward qualification acquisition and home-visit care, etc., and promote the development of sustainable elderly care human resources.

Footsteps taken regarding Indonesian elderly care workers

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|----------------|---|
| November, 2019 | Entering a partnership with UNW (Universitas Ngudi Waluyo) |
| October, 2020 | Entering a partnership with SBY (STIKES Bathesda Yakkum) |
| (2020 to 2022) | Continued Japanese language and nursing care training remotely during the pandemic |
| March, 2022 | First team arrived, assigned to Osaka |
| March, 2022 | Broadcasted on a program of BS TV Tokyo |
| June, 2023 | Second team arrived, assigned to Osaka |
| February, 2024 | Third team arrived, assigned to Osaka. Seven from the previous teams assigned to Tokyo. |
| December, 2024 | Fourth team arrived |

*1) Ministry of Health, Labour and Welfare, "The Number of Care Workers Needed Based on the Ninth Long-Term Care Insurance Business Plan"

*2) Ministry of Health, Labour and Welfare, "Study Group on the Work of Foreign Care Workers (Interim Summary)"

A life support company for every generation across the world



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