

**Humanware Innovation Program**  
**STUDY and INTERNSHIP ABROAD PROGRAMS**

# **RISK MANAGEMENT HANDBOOK**



**Ver. 3.4**

**April 01, 2019**

***Institute for Transdisciplinary Graduate Degree Programs***

This manual provides risk management information for students who are going abroad for study or internship. If you are going to stay abroad, regardless of long-term or short-term, carefully read this manual to ensure that your stay will be safe and fulfilling. If any trouble arises during your stay, take appropriate action and notify the relevant entity without delay.

Furthermore, keep in mind that this English manual is originally written in Japanese for Japanese students. Thus, some parts of this manual may not be directly applicable to overseas students. For instance, if you are in trouble in abroad, you may have better contact Embassy of your home country rather than Embassy of Japan. For this reason, we ask you to be flexible in the use of this manual, especially in responding to various situations you may face in abroad.

**[Table of Contents]**

- Introduction . . . . . 1
- 1. What to do before traveling abroad: information gathering and preparation . . . . . 2
  - 1.1. Information gathering on the foreign country where you travel . . . . . 2
  - 1.2. Overseas travel safety information of the Ministry of Foreign Affairs . . . . . 3
  - 1.3. Registering with Tabireji or submitting the Overseas Residential Registration . . . . . 4
  - 1.4. Checking the type of visa you need and the validity period of your passport . . . . . 5
  - 1.5. Overseas travel insurance . . . . . 5
  - 1.6. OSSMA service provided by Emergency Assistance Japan Co., Ltd. (EAJ) . . . . . 5
  - 1.7. Health checkup and vaccination . . . . . 5
  - 1.8. Contact information . . . . . 5
- 2. Precautions while staying abroad . . . . . 6
  - 2.1. Types of risk events . . . . . 6
  - 2.2. Self-Management . . . . . 8
  - 2.3. Troubles cases . . . . . 10
- 3. What to do when trouble arises . . . . . 13
  - 3.1. What Japanese diplomatic missions can and cannot do . . . . . 13
  - 3.2. Theft and loss of property . . . . . 14
  - 3.3. Injury and disease . . . . . 14
  - 3.4. Risk incident that may involve a claim for damages . . . . . 14
  - 3.5. Natural disaster, casualty, terrorist attack, and other incidents affecting many people . . . . . 14
- 4. Communication in case of emergency . . . . . 15
  - 4.1. To students . . . . . 15
  - 4.2. To family and relevant people of students . . . . . 16
- Supplementary note: Checklist . . . . . 17

**Be sure to make copies of all important documents!**

You are strongly recommended to make copies of your passport, credit card, air ticket, and all other important documents such as study abroad/travel insurance policies. Also, please keep records of necessary numbers such as the contact details of credit card and insurance companies that will help you in case of problems such as loss and theft. In addition, please make sure to keep copies of these documents separately from the originals, and pass the copies to your family, too.

Introduction

We all know how safe Japan is. Even if you keep your wallet in your back pocket or in a bag without a zipper closure, theft rarely happens. Even if you lose your smart phone, it will be brought back to you in most cases. However, that is not necessarily the case outside of Japan with few exceptions.

Humanware Innovation Program requires its students, staff members, and faculties to follow established procedures when traveling outside of Japan on the Program’s business. This guideline provides guidelines for planning international travels and resources to assist travelers when they are faced with emergencies during international travels.

Top 20 Japanese diplomatic offices that provide aid for its nationals

Rank	Location	# of cases	Rank	Location	# of cases
1	Thailand	1,273	11	Barcelona	387
2	Philippine	905	12	South Korea	375
3	Los Angeles	816	13	Hong Kong	355
4	Shanghai	799	13	Milan	351
5	England	625	15	Seattle	333
6	New York	557	16	Houston	321
7	San Francisco	542	17	Hagatna	319
8	Honolulu	531	18	Atlanta	310
9	France	478	19	Portland	309
10	China	430	20	Detroit Boston	300

Source: Statistics in 2017 on aid provided by Japanese diplomatic offices in abroad / Ministry of Foreign Affairs, Consular Affairs Bureau, Japanese Nationals Overseas Safety Division

## 1. What to do before traveling abroad: information gathering and preparation

### 1.1 Information gathering on the foreign country where you travel

Please, gather information regarding local security and living conditions, and ensure that you understand the local regulations, customs and religious taboos in advance. Major sources of such information include:

- Internship organizations in the host institute
- Friends currently staying in the country
- Friends who returned from the country
- International students from the country
- Website of the Ministry of Foreign Affairs “Overseas Travel Safety Information” (section 1.2)
- Websites owned by public organizations or individuals

Note that information on websites cannot always be relied upon. Although the websites owned by Japanese in foreign countries usually contain lots of useful information, some of them may be outdated. Make sure to collect the latest and accurate information from reliable sources such as government agencies, or gather information from multiple sources and comprehensively assess its validity. Websites and magazines of national tourist bureaus, local governments, and public organizations offering study abroad programs provide various useful information on risk and security. It is also worth to visit the websites of your home country’s embassy and consulate in the country to which you will travel for internship or study. After entering the country, collect local information from local sources and people to see whether the information you know and your understanding of the local situation are correct, especially in terms of regulations, religions and customs.

Reference URLs for collecting information (in Japanese)

- List of Japanese embassies in abroad (Homepage of Ministry of Foreign Affairs)  
<http://www.mofa.go.jp/mofaj/annai/zaigai/list/index.html>
- Japan Student Services Organization (JASSO) (Webpage for study-abroad)  
<http://ryugaku.jasso.go.jp>
- JI Accident & Fire Insurance Co., Ltd.  
(Ji Help desk information bureau: <http://life.wti.ne.jp/ji/>)  
<http://life.wti.ne.jp/ji/> (password : jidesk )
- Overseas tour operators association of Japan (Information of safety in each city)  
<http://www.otoa.com/support/>
- List of foreign embassies in Japan (Homepage of Ministry of Foreign Affairs)  
<http://www.mofa.go.jp/mofaj/link/emblast/index.html>
- (U.S.) Website of Japan-U.S. Educational Commission for study-abroad  
<http://www.fulbright.jp/study/index.html>
- (Canada) Webpage of Embassy of Canada in Japan for study in Canada  
[http://www.canadainternational.gc.ca/japan-japon/study-etudie/index.aspx?lang=jpn&menu\\_id=34&view=d](http://www.canadainternational.gc.ca/japan-japon/study-etudie/index.aspx?lang=jpn&menu_id=34&view=d)

- (England) British council Education UK  
<http://www.educationuk.org/bc/Japan/Page/HomePageLayout/Home>
- (France) Campus France (Japanese branch of France government for study in France)  
<http://www.japon.campusfrance.org/ja>
- (Germany) German Academic Exchange Service (DAAD in German) Office in Tokyo  
<https://www.daad.jp/ja/>
- (Australia) Study in Australia (Homepage of Embassy of Australia in Japan)  
<http://www.studyinaustralia.gov.au/japan>
- (China) Embassy of China in Japan: education and student exchange  
<http://www.china-embassy.or.jp/jpn/jyylxsjl/>
- (Korea) Study in Korea (Information officially provided by Korean government)  
<http://www.studyinkorea.go.kr/ja/main.do>

## 1.2. Overseas Travel Safety Information of the Ministry of Foreign Affairs

When going abroad for study or internship, you must check in advance the security and safety of the country.

**Visit the website of the Ministry of Foreign Affairs (MOFA) “Overseas Travel Safety Information” at <https://www.anzen.mofa.go.jp/>**

This website provides the information regarding the risk situations in various countries, safety measures, safety advice, and other useful safety information for your overseas trip.

MOFA also issues travel advices and warnings in four categories when a certain country has or is expected to have a security threat, political unrest, disaster, or other emergencies, and also provides instructions how to cope with such emergency situation depending on each category (please, refer the following page). While MOFA’s instructions to avoid travel and evacuate are not legally compulsory, it is strongly recommended to postpone or cancel a planned trip, return home immediately or take other appropriate action based on MOFA’s information. In principle, the Program for Leading Graduate Schools at Osaka University prohibits students from traveling to a country that has been categorized as Level 2 “Avoid non-essential travel” or higher.

You can download the booklet “Kaigai Anzen Toranomaki” (Tips for Safe Overseas Travel) from the following website of MOFA <https://www.anzen.mofa.go.jp/pamph/pdf/toranomaki.pdf> (in Japanese). Actually, this manual includes some of the safety information in the booklet.

The four risk categories of travel advice and warning

Category	Travel advice and warning issued by the Ministry of Foreign Affairs	Regulations on Osaka University's study and internship abroad programs
Level 1: Exercise caution	Japanese nationals traveling to and residing in the country or area are advised to stay alert to the security situation.	Programs shall be continued with caution.
Level 2: Avoid non-essential travel	Japanese nationals are advised to avoid non-essential travel, and to stay alert to the security situation and to take appropriate safety measures should they decide to travel.	Programs shall be cancelled and participants shall return home immediately.
Level 3: Avoid all travel (Recommendation to defer all travel)	All Japanese nationals are urged to avoid all travel regardless of the purpose. (Japanese residents might be advised to consider the possibility of evacuation or to prepare for evacuation.)	Programs shall be cancelled and participants shall return home immediately.
Level 4: Evacuate and avoid all travel (Evacuation advice for all residents)	All Japanese nationals are urged to evacuate immediately from the country or the area and urged to avoid all travel regardless of the purpose.	Programs shall be cancelled and participants shall return home immediately.

(Source: <https://www.anzen.mofa.go.jp/masters/risk.html> )

### 1.3 Registering with Tabireji or submitting the Overseas Residential Registration

Tabireji is an overseas travel registration system operated by the Ministry of Foreign Affairs. By registering your travel itinerary, place of stay, and contact information with Tabireji, you will receive the latest information about your destination, as well as emergency notifications and contacts in the event of an emergency. **Be sure to register with Tabireji at <https://www.ezairyu.mofa.go.jp/tabireg/> when traveling abroad.** If you are non-Japanese and if the government of your home country provides a similar system, make sure to register with the system.

If you stay in a foreign country for three months or longer, you are obligated to submit the Overseas Residential Registration to the Japanese embassy or consulate general that has jurisdiction over your place of residence under Article 16 of the Passport Act. As soon as your place of residence is decided, submit the Overseas Residential Registration to the nearest Japanese embassy or consulate general (“Japanese diplomatic mission”) without delay.

The Overseas Residential Registration can also be submitted via the website at <https://www.ezairyu.mofa.go.jp/RRnet/>.

You must submit the Overseas Residential Registration without fail. Otherwise, the Japanese diplomatic mission will be unable to contact you to confirm your safety and inform your family of

your situation in the event of a disaster, accident, or incident. Again, if you are non-Japanese and if the government of your home country provides a similar system, make sure to register with the system.

#### **1.4 Checking the type of visa you need and the validity of your passport**

You must check the type of visa you need and the validity of your passport. When your internship is determined, make sure whether you can stay in the country with a tourist visa or you need to obtain an internship visa (or something equivalent). If you need a visa other than a tourist one, you had better hurry because the application process requires a number of documents and may take a long time. Also note that some countries refuse your entry or do not issue a visa if the remaining validity of your passport is less than the prescribed period. Although you can stay in the European countries that have signed the Schengen Agreement and the United States of America with a tourist visa for up to 90 days, make sure that your internship period is 2-3 days less than the maximum period you are allowed. It is because you may need to stay more than what you expected when unforeseeable circumstances such as a transportation strike or bad weather occur. Also note that the permitted period of stay in the signatory countries of the Schengen Agreement was changed in October 18, 2015 to “up to the maximum of 90 days every six month period.”. It means that the days you stay in any signatory countries within the past 180 days will be accumulated, and it should not exceed 90 days.

#### **1.5 Overseas travel insurance**

In principle, students traveling abroad with the support of the Humanware Innovation Program (HWIP) are, whether for a long-term or short-term stay, required to take out overseas travel insurance from JI Accident & Fire Insurance Co., Ltd., which signed an umbrella agreement with Osaka University.

#### **1.6 OSSMA service provided by Emergency Assistance Japan Co., Ltd. (EAJ)**

If you travel abroad for an internship with the support of the HWIP, you can use the Overseas Student Safety Management Assistance (OSSMA) service whose expense is covered by HWIP. This service offers advice and assistance, and collects various information for risk management. OSSMA also runs a 24/7 helpline (“OSSMA Helpline”) which you can contact at any time. For details, refer to a separate brochure.

#### **1.7 Health checkup and vaccination**

When joining an overseas internship program, you should be in good physical and mental health. Some internship programs require participants to receive a health checkup and/or vaccinations. Check in advance whether you need a health checkup and/or vaccinations in order to participate in the internship program.

#### **1.8 Contact information**

Before traveling overseas for study or internship, give your itinerary, flight information, and contact details of where you will stay (address, telephone number, email, etc.) to your family, and while staying abroad, contact your family regularly. You must also send an email to the risk management office of the HWIP ([overseas@humanware.osaka-u.ac.jp](mailto:overseas@humanware.osaka-u.ac.jp)) on the day (or following day) of your



arrival at the destination and your return to Japan, and every Monday while staying abroad. It is sufficient to simply write “No problem.” If you wish to use other than email (such as Slack) to contact the risk management office, obtain permission from the office prior to departure.

It is important that you can be contacted at all times while traveling and staying abroad so that your safety can be confirmed in the event of an accident or disaster. You should also give your family the contact details of the person in charge at the accepting organization and at the place where you will stay (dormitory, apartment, etc.) and friends who can be reached in case of emergency.

## 2. Precautions while staying abroad

When traveling abroad, you should stay alert to safety risks as problems can happen anywhere at any time. Even rural villages are not crime-free. Similarly, although university campuses look calm and peaceful, crimes such as pickpocketing, violent robbery, and sexual assault are reported. Always, stay on guard to avoid crime.

### 2.1. Types of risk events

#### (1) Natural disasters

If a big earthquake, a volcanic eruption, flooding, or another natural disaster occurs, the first thing you need to do is to ensure your safety and evacuate appropriately. It is also important to know in advance about the natural disasters that could happen in the regions you travel through.

#### (2) Aircraft, railway and vessel accidents

Act in accordance with guidance from the staff in charge. Also, beware of secondary disasters that can be caused by panic during an evacuation.

#### (3) Traffic accidents

- Crossing a road: In a country where cars keep to the right side of the road, your sense of when vehicles are likely to turn to the right or the left will be the opposite of that in Japan. You need to watch out, especially if you have just arrived in the country or when you are tired.
- Riding a bicycle: While some countries have bike lanes, others do not. It is dangerous to ride a bicycle as if you were still in Japan. If you ride a bicycle, remember that you may not only become an accident victim, but also cause an accident. Be more careful than when you are in Japan.
- Driving a car: **Osaka University prohibits students from driving while participating in foreign internship programs.**

#### (4) Property crimes

Much of the trouble that people from Japan experience abroad is property crimes, including theft and robbery. See the specific examples in the section of “Trouble Cases” in Chapter 3, along with “2.2. Self-Management”

#### (5) Sexual Crimes

See “2.2. Self-Management”

(6) Harassment and DV

Sexual harassment, power harassment, academic harassment, moral harassment, and DV are typically committed in a closed environment, making it very difficult for them to be identified from the outside. The longer a victim experiences pain, the more mental damage the victim will suffer from. Accordingly, it is necessary to handle such cases promptly.

The first step is to consult a counselor or your mentor instructor in Japan. If this does not help solve the problem, you should consider the option of asking a lawyer to handle your case. It is sometimes necessary to return to Japan or implement other measures in order to depart from the environment where the harassment or DV is being committed. Don't worry about it alone.

(7) Drugs

In many countries, the mere possession of drugs is a serious crime. In addition to the examples shown in "2.1. Self-Management," there are cases where drugs contained in cigarettes or chocolate are taken in all innocence. If you take drugs by mistake, consult a doctor or a counselor immediately. For example, in the Netherlands, marijuana is legal and is available in a special store called Coffeeshop. Although you can purchase it very easily, never try to do so.

(8) Trouble relating to customs and religion

Different countries, regions, ethnic groups, and religions have different customs and norms. If you don't respect local customs or norms, or display behavior that could be regarded as taboo, you may insult or cause discomfort to people around you, which might result in a serious problem.

In particular, you need to be aware of religious taboos. For example, it is prohibited for women to expose too much of their skin not only in Islamic countries, but also at some churches in Christian countries. Meanwhile, in Buddhist countries, such as Thailand and Cambodia, as well as in Islamic nations, the left hand is considered unclean, and local people do not eat with the left hand, or do not use the left hand when shaking hands with others. In addition, since children's heads are considered sacred, it is regarded as a taboo to pat children on the head.

Thus, it is important to recognize that each country and each ethnic group have their own taboos, ranging from those related to eating to topics of conversation (politics, religions, ethnicity, etc.). Thus, please act based on an appropriate understanding and respect for the ethnic and religious customs, and rules of the country or region where you will be staying.

(9) Disease and injury

There is a chance of suffering not only physical disease or injury, but also mental disorders resulting from the language barrier or differences in lifestyle.

(10) Riots, terrorist attacks, and indiscriminate murders

If any of these happen, stay away from the scene and the assembled crowd, and evacuate quickly to a safer place. Try to maintain calm.

In an emergency, check a local government website. Emergency information sometimes appears on local government websites faster than does emergency management information

on the website of the local Japanese embassy.

(11) Political disturbances

If a political disturbance occurs, media coverage and Internet access may be extremely limited. In this regard, try to keep in touch with the local Japanese government establishment, and evacuate or take other necessary action as early as possible.

## **2.2. Self-Management**

The most effective form of risk management is “self-management.” First of all, rather than thinking “I’ll be OK,” keep firmly in mind the notion that “something might happen to me.” Most importantly, do not do things that you would not do in Japan, and do not go to the places that you would usually avoid in Japan. Then, remember that you need to be even more careful than usual while in overseas.

(1) Arrive in daylight hours if possible, and particularly avoid flights that arrive between 9 p.m. and 6 a.m. In high-latitude countries such as the United Kingdom, it brightens as late as 8 a.m., and can get dark from around 4 p.m. In midwinter in Spain, it is still dark at 8 a.m.

(2) Avoid using long-distance night buses and overnight trains.

(3) Stay away from places that feel dangerous.

Bus terminals can be unsafe in the early mornings and late at night. Areas around major rail terminals are also often unsafe. Groups of unruly individuals often hang around the station concourse.

(4) Do not carry valuables or large sums of cash with you when you go out.

In major cities and across the United States, shopping is mostly done using credit cards but they are sometimes not accepted in rural Europe. You need to exchange currency before leaving Japan in order to cover your immediate living expenses, but apart from that, it is convenient to order a debit card issued by a company such as VISA which you can use to withdraw cash at local ATMs.

ATMs outside Japan are often installed on the outer walls of buildings facing the street, and people can be exposed to crime just after they have withdrawn cash. Use ATMs within a bank wherever possible. Usually, ATM areas are accessible outside business hours to cardholders only. You should check in advance whether you can use the card.

(5) Do not trust people easily.

Be careful of strangers you meet in bars and tourist areas (especially if they approach you speaking your own language). There are so many cases where people get robbed after consuming sleeping drug provided by them, and even sexual assault against women.

(6) Use trustworthy stores when paying for purchases by card.

Do not use your credit card in stores where their card reader is hidden from a view. Your card may be “skimmed” without you knowing. If you are unsure, even at restaurants, do not hand over your card to a waiter or waitress: take it directly to the cashier to pay.

(7) Do not walk using your mobile phone or music player because people become less cautious

when engaged with such devices.

- (8) Always remain alert in hotels and airports.  
Anyone can enter the lobby of a hotel. You can easily forget about your baggage when paying or completing paperwork at check-in/check-out.  
In the baggage claim area at airports, there are cases where people have fallen victim to pickpockets and baggage thieves while their attention is diverted to the task of locating their baggage for pick-up. There are even instances of people on their return to Japan being arrested in the customs and jailed because they carry drugs which were stealthily planted in their baggage while their attention was diverted.
- (9) Do not look after baggage for strangers. As above, there are cases where people become drug carriers without even realizing it.
- (10) In crowded transport, hold your bags in front of you or take other steps to keep them safe. When walking on the pavement, keep your bag not on the street side.
- (11) Take care not to be a victim of sexual assault.  
Women need to be especially careful. Behaving as you might do in Japan, such as going out late at night or wearing extra-short mini-skirts, can make you a target for sexual predators. Do not go out alone at night, avoid drinking late into the night, do not wear especially skimpy clothing: behave appropriately considering the time of day, place, and conditions.  
Crimes can also occur on university campuses, especially when there are few people around. Thus, take care when moving across and travelling to and from campus. Also, avoid going alone to places where people cannot hear your help, such as laundry rooms in apartments and dormitories.  
Needless to say, do not follow someone you have just met.  
Also, be aware that assaults often occur not by strangers but by acquaintances.
- (12) Do not approach or participate in demonstrations out of interest. Participants may become heated and violent.
- (13) Do not fight with others or get involved in fights. Overseas travel insurance does not cover such cases. Stay well away from people who get drunk.
- (14) Take care of your health, even more when you are in Japan. Mental health is especially important.
- (15) Make copies of your passport, credit card, health insurance certificate, and other important documents and cards. Keep the copies for yourself, but also give them to a family member just in case.  
Basically, the passport is your identification in abroad, and so bring it with you all the time. You may bring its copy rather than the original passport for safety. However, some countries legally request foreigners to bring the original. Thus, verify if the country you visit accepts a copy or not before your departure.
- (16) Do not under any circumstances attempt to resist a crime involving the use of an offensive

weapon. It is also dangerous to move suddenly in handing over cash or goods to assailants, as they may think you are reaching for a weapon. Move slowly.

- (17) Some legal behaviors in Japan may be violate the laws of certain countries. There are also a number of countries where religious constraints impact everyday life. Singapore, for example, has strict hygiene laws, and so littering and spitting are illegal. In Australia, there are strict quarantine checks for people bringing in foods, plants, animal products and the like, in order to protect the country's agricultural industry and natural environment. Many cities in Germany have bylaws concerning noise pollution at night (including parties and the like). It is important that you refer to information sources such as the Ministry of Foreign Affairs website to get familiar with special laws and customs in the country you visit.

### **2.3. Trouble cases**

Problems that have been reported include as follows:

#### **(1) Pickpocketing and bag-snatching**

- Pickpocketing and bag-snatching can occur in any country. Pickpockets and snatchers usually work in a team, not alone.
- A person, saying that there was ice cream or ketchup on my clothes, offered to help me clean it off, and then he pickpocketed me while doing so.
- A person, saying that he was lost, pickpocketed me while I showed him the way.
- A person asked me to take a photo for him. While I was doing so, his partner pickpocketed me.
- A group of people gathered around me on a train pickpocketed me while pushing me whenever the train jolted and other passengers got on or off.
- While I was getting off an escalator, the person in front of me tripped over and made me stumble. The person behind me gave a hand, but pickpocketed me.
- A suspicious woman in a plaza begged for money to support her many children. While I was distracted, another person pickpocketed me.
- A person on a motorbike snatched his/her bag. (This is especially dangerous: there is a case that the victim keeps hold on the bag and gets dragged, and finally seriously injured.)
- A person forcibly took my bag away when he got off a train/bus.

#### **(2) Luggage theft**

- In the arrivals lobby of an airport, when I left my bag on a cart to pick up my suitcase, someone walked off with the bag.
- In a hotel, when I put my bag on the floor to check in, someone walked off with it.
- In a restaurant, when I put my bag on a seat to reserve it, someone walked off with it.
- In a restaurant when I was eating with my jacket slung over of a chair, someone stole my wallet from the jacket.
- I was robbed of my bag placed on the rack above my head when I was on a train.
- When I was sleeping on a long-distance train, my backpack on my lap was cut and my wallet was stolen although I was holding it in my arms.

(3) Credit card fraud

- I signed a receipt without checking the amount written on it and did not receive a copy of the receipt. Later on, I received a bill with an extra zero.
- In a cheap restaurant, I paid by credit card at the table. Later, I received a bill which I did not order.

(4) Fake guides

- At an airport, a person called my name and took me to his car. He said he had been sent to the airport by my travel agency/local business partner to pick me up.
  - As it turned out, he was an unlicensed rip-off taxi driver.  
He took me to a suspicious hotel/restaurant/club and charged me a huge amount.  
He knew my name from the name tag on my luggage.

(5) Dishonest taxi drivers

- At the airport, a person approached me saying “Looking for a taxi? Please come here.” But he turned out to be an unlicensed rip-off taxi driver.
- In Central and South America, taxi drivers and gangs often work together. If you get into such a taxi, you will probably be robbed of all your belongings, and might even be murdered.
  - In countries with a high security risk, never hail a taxi cruising the streets. Instead, ask your hotel to order you a taxi.
- I got a yellow cab in New York at night. The taxi took a longer route and charged me double.
  - Licensed taxis such as yellow cabs in New York and black cabs in London display a license with a photo of the driver. If you think the driver is acting suspiciously, write down the number of the license; that alone will deter the driver from doing something bad.

(6) Speaking to you in Japanese, on popular topics such as soccer

- A person approached me saying that he was studying Japanese and asked me to teach him Japanese. I agreed and we went to a cafe together.
  - He put a sleeping pill in my drink and I was robbed of everything while sleeping.
  - I was charged an unreasonably large amount.
  - He put a sleeping pill in my drink and I was raped while sleeping.
- A person approached me saying the name of a famous Japanese soccer player, started talking with me, and sold me a woven bracelet at a rip-off price.
- A person talked to me in a friendly manner while I was watching a game in a stadium. After the game was over, he invited me to his home for coffee. He put a sleeping pill in my coffee and I was robbed of everything while sleeping.

(7) Fake policeman

- A policeman asked me to hand him my belongings including my passport and wallet for a security check. After pretending to check them, he returned them to me but stole the passport and money without my noticing.
  - Usually, security checks are not conducted on the street. Do not instantly comply with a request to hand over your valuables; first, check the policeman’s ID card carefully. It may be

difficult to judge whether the ID card is authentic, so firmly say “I want to check your ID card at a nearby police station,” “I want to have another policeman present during the security check” or “I want to contact the Japanese embassy or consulate general.”

(8) Attack by robbers from behind

- While I was walking down a narrow alley, several men attacked, held me from behind and stole everything when I fell unconscious.
  - Even two men walking during the daytime may be robbed.

(9) Robbery at a hotel

- When I opened the door of my room after someone knocked, a robber was standing there, not a hotel staff member.
- When I opened the door of my room to enter, I was attacked from behind.
- A person in an elevator with me attacked me immediately after the door closed.
- While I was sleeping without having put the security chain on the door, a hotel staff member entered my room using a spare key.

(10) Taking prohibited products and restricted items in and out of a country

- I was made to pay customs duty on my almost brand-new notebook PC at Frankfurt Airport.
  - New PCs can be subject to customs duty.
- When the customs examined my PC, it didn't start up, and I was suspected of smuggling something inside the PC.
  - Make sure the battery of your PC has not run down.
- I was told that my CD contained materials that violate the Customs Act and was detained by the authorities.
  - Never carry illegal copies of CDs. Of course, pornography is strictly prohibited.
- An item I bought at an antique market turned out to be a work of art prohibited by law from being exported, and I was detained by the authorities at the departure airport.

(11) Drug smuggling

- In the departure airport, a person traveling on the same flight came up and asked me to carry one of his bags which he could not carry due to the weight limit. I accepted and carried the bag. At the customs, the bag was found to contain illegal drugs and I was detained by the authorities.
- My suitcase broke while traveling and my guide gave me a new suitcase to replace it. The new suitcase was found to contain illegal drugs and I was detained by the authorities.
- At an airport, I was asked by a person to carry his bag and give it to his friend on arrival. The bag was found to contain illegal drugs and I was detained by the authorities.
- I legally bought cannabis in Holland out of curiosity, but I was detained at an airport in France because it's illegal there.
- While walking downtown, I was asked to buy “quality tea” and bought a small quantity, but it turned out to be illegal drugs.

(12) Taking photos

- When I was taking photos at an airport, I was detained by the authorities, as the airport was also used for military purposes.
  - Especially in China, there are military facilities everywhere. You are not allowed to take photos of military related items even from your accommodation.
- While taking photos at a market, the people I was photographing protested and said they would get rid of the photos unless I paid compensation.
  - In some countries, people do not like being photographed for religious or cultural reasons.

### 3. What to do when trouble arises

In case of trouble, check the list of emergency contacts (distributed separately) and contact the relevant entity. You should also arrange in advance that the hosting institute contacts Osaka University in case you cannot act by yourself. If necessary, you should follow the instructions of the Japanese diplomatic mission in the country (or your own country's diplomatic mission for non-Japanese national). You should also inform your family of your situation.

If you don't know what to do, first contact the OSSMA Helpline, which will give you helpful advice.

#### 3.1. What Japanese diplomatic missions can and cannot do

##### (1) What Japanese diplomatic missions can do

Japanese diplomatic missions cannot make payments for you or submit necessary documents on your behalf, but they can offer advice on the problems you face. If you are in trouble, contact them for help. Specifically, they will:

- Explain how to file a complaint or report a loss to the local police, and how your family or friend can send you money in case of theft or loss of an item.
- Reissue a passport, or issue a "Travel Document for Return to Japan" which can be used instead of a passport if you lose it. Note that it may take several days to issue, so you are strongly recommended to make a copy of your passport in advance to speed up the process.
- Give advice from various angles and explore solutions with you if you are involved in an incident.
- Give information about lawyers and interpreters if you are involved in an accident or are arrested or detained.
- Give information about local hospitals often visited by Japanese nationals and doctors who can speak Japanese.
- Contact your doctor to assess your condition and inform your family and/or the local police of the situation if you are involved in an accident and unable to act on your own.
- Offer assistance to confirm the identity of the body and give advice on cremation, issuance of a death certificate and return of the body to Japan in case of death.
- Confirm the safety of Japanese nationals staying in the country in case of emergency. → **Be sure to register with Tabireji.**
- Help Japanese nationals evacuate from the country in case of emergency.

##### (2) Japanese diplomatic missions cannot:

- Lend money to you, complete procedures to cancel your credit card, search for your lost property, or submit a report of theft on your behalf.
- Negotiate with a hospital for your hospitalization, pay your medical and transport expenses,



provide a payment guarantee for you, and make a temporary payment on your behalf.

- Investigate a crime.
- Negotiate compensation for you.
- Pay expenses for evacuation in case of emergency.
- Pay your lawyer's and court fees.
- Offer interpretation and translation services.
- Submit a request to reduce your sentence or pay bail.

### **3.2. Theft and loss of property**

File a criminal complaint with the police and receive a certificate of acceptance of the complaint, which should be presented when applying for reissuance of a passport and processing an insurance claim.

(1) If you lose your credit card:

Immediately contact the credit card company and start procedures to cancel the lost card.

(2) If you lose your passport:

Report to the nearest Japanese embassy or consulate general.

(3) If you lose your air ticket:

Contact the travel agency/airline company from which you bought the ticket.

Keep a note of the contact details of these organizations.

After completing the procedures, contact the insurance company (Ji Desk), your family, your laboratory at Osaka University (your supervisor) and the risk management office of the HWIP ([overseas@humanware.osaka-u.ac.jp](mailto:overseas@humanware.osaka-u.ac.jp)). OSSMA Helpline will also give you useful advice.

### **3.3. Injury and disease**

If you are injured or fall ill, contact the insurance company (Ji Desk), which will introduce you to the most appropriate hospital. OSSMA Helpline will also provide information on medical institutions.

If your injury or disease is so severe that you are taken to hospital by ambulance, contact the insurance company (Ji Desk) after being treated at the hospital.

You should also inform your family, your laboratory at Osaka University (your supervisor) and the risk management office of the HWIP ([overseas@humanware.osaka-u.ac.jp](mailto:overseas@humanware.osaka-u.ac.jp)) of your situation.

### **3.4. Risk incident that may involve a claim for damages**

If you seriously hurt people or damage property, and vice versa, report to the police immediately and then contact the OSSMA Helpline for advice, as well as the insurance company (Ji Desk) if appropriate. You should also inform your family, your laboratory at Osaka University (your supervisor) and the risk management office of the HWIP ([overseas@humanware.osaka-u.ac.jp](mailto:overseas@humanware.osaka-u.ac.jp)) of your situation.

### **3.5. Natural disaster, casualty, terrorist attack, and other incidents affecting many people**

If you are involved in a natural disaster, accident on public transport, terrorist attack, political upheaval or other incident affecting many people, first ensure your physical safety and then contact the OSSMA Helpline. You should then inform your family, your laboratory at Osaka University (your supervisor) and the risk management office of the HWIP ([overseas@humanware.osaka-u.ac.jp](mailto:overseas@humanware.osaka-u.ac.jp)) of your situation.

If you are to evacuate to another country, seek advice from the OSSMA Helpline, Japanese diplomatic mission, or airline company and also consult with the organization accepting you for study or internship.

Most importantly, you must be able to maintain a reliable communication means to stay in touch.

#### 4. Communication in case of emergency

##### 4.1. To students

Here is the list of telephone numbers of organizations that you can contact in case of emergency while staying abroad. **Fill in the blanks, copy this page and the following page, and give the copies to your family and other relevant people as well as your supervisor, along with the list of emergency contact that you will receive separately.** Note that when calling Japan from overseas, first dial the country code “81.” If using your own cellular phone, check how to make international calls with it.

Key contacts in emergency	
[EAJ OSSMA Helpline] <u>Support 24 hours a day/365 days a year</u> <u>1. Toll free: Worldwide</u> <u>2. Toll free: Universal</u> <u>3. Toll free forwarding</u> <u>4. +81-3-3811-8286 (Collect Call)</u>	[Osaka University representative] +81-6-6877-5111 (Suita Campus) +81-6-6850-6111 (Toyonaka Campus)
[Japanese diplomatic missions ] TEL: _____ Email: _____ TEL: _____ Email: _____	[HWIP risk management office] +81-6-6879-4349 (weekday 8:30-17:15) <u>overseas@humanware.osaka-u.ac.jp</u>
[Hosting institute] Person in charge: _____ TEL _____ Email _____	[Your lab at Osaka University] Name of supervisor: _____ TEL: _____ Email : _____
[Accommodation] Name of the facility: _____ TEL: _____	[Tokyo HQ of Ji insurance company] 1. <u>0800-89-5590 (free dial)</u> 2. <u>+81-3-3237-2151 (Collect Call from the country where there is not a Ji branch)</u>
[Domestic emergency contact] Name: _____ TEL: _____ Name: _____ TEL: _____	[Nearest Ji overseas help desk] 1. <u>(During business hours: free dial)</u> 2. <u>(Other than business hours: emergency direct call)</u>
[Tour company that you may use] Name of company : _____ Person in charge : _____ TEL: _____	[Tour company that you may use] Name of company : _____ Person in charge : _____ TEL: _____

#### 4.2. To family and relevant people of students

We are always ready to instantly inform family of students whenever any issue regarding student safety is reported to Osaka university. In case of any request regarding student safety, please call the HWIP risk management office shown in the previous page. If you want to make a phone call directly, please follow the procedure below:

[Access code that your operator uses] + [International Code] + [Country Code] + [Phone number with 0 at the beginning]

Telecommunication Operator	Access code	International Code	Country Code	Phone number
KDDI	001	010	America 1 England 44 German 49 France 33 Korea 82 China 86 ...etc.	× × × × × ※ Dial 0 first
NTT Communication	0033			
Softbank Telecom	0061			
au terminal	No need			
DoCoMo terminal	No need			
Softbank terminal	No need			
WILLCOM terminal	No need			

- In case of au, you can dial: 001+010+country code+phone number.
- In case of DoCoMo, you can dial: 009130+010+country code+phone number.
- In case of Softbank, you can dial: 0046+010+country code+phone number.

For instance, when calling a person (020-7930-xxxx) in London with a KDDI mobile phone, generally you dial: 001-010-44-20-7930-xxxx.

### Supplementary note: Checklist

Check the following list before leaving Japan.

Item	Check
<b>Two or more color copies of your passport and visa</b>	<input type="checkbox"/>
<b>Two or more copies of your overseas travel accident insurance policy</b>	<input type="checkbox"/>
<b>Two or more copies of the numbers of your credit cards/debit cards</b>	<input type="checkbox"/>
<b>Two or more copies of your air ticket</b>	<input type="checkbox"/>
<b>Contact information of your country's embassy or consulate general</b>	<input type="checkbox"/>
<b>Contact information of the OSSAMA Helpdesk of EAJ</b>	<input type="checkbox"/>
<b>Contact information of the local Ji Desk</b>	<input type="checkbox"/>
<b>Contact information of the airline company</b>	<input type="checkbox"/>
<b>Give a copy of each of the above to your family</b>	<input type="checkbox"/>
<b>Give a copy of the list of emergency contacts to your family</b>	<input type="checkbox"/>
<b>Register with Tabireji (or something equivalent in your home country)</b>	<input type="checkbox"/>