





Turning something "Inconvenient" for some though "Convenient" for others, into something "easy to use" for everyone.

### That is our goal as the Accessible Design Foundation of Japan.

Our daily lives benefit from numerous products, facilities and services.

Unfortunately, however, not all of these things are easy to use for everyone.

We, the Accessible Design Foundation of Japan, are working in association with various people and institutions, with the target of turning something "inconvenient" for some though "convenient" for others, into something "easy to use" for everyone.

And our ultimate goal is to help build "a society where everyone can lead an active life" together with all of the members of our society.



#### ■ About The Accessible Design Foundation of Japan:

In March 1991, the "Enjoyment & Creation (E&C) Project" was established by a voluntary group of members which included business people, designers, housewives, students, and persons with disabilities, whose aim and one common purpose was: "the realization of a barrier-free society".

The E&C Project had conducted various activities regarding the dissemination of "products and services with accessible design" in order to eliminate inconveniences experienced by persons with disabilities and older persons until April 1999, when it was dissolved and reformed into a juridical foundation called "the Accessible Design Foundation of Japan" (the ADF Japan). This change reflected the growing expectations from the Japanese society. Furthermore, in April 2012, the ADF Japan was authorized as a public interest incorporated foundation, under the same organization name.

#### Our Goal:

By promoting the development of products and services with accessible design and disseminating their resulting achievements, the ADF Japan aims to enhance the usability of products and services for every kind of person in order to help realize a barrier-free society.



## The forms of



Braille for elevator buttons to indicate floor numbers



Vibration, ring alert or light for mobile phones to indicate incoming calls etc.



Braille on top of cans of alcoholic beverages



A tactile dot affixed on the "on" side of on/off switches



Semicircular cutout on the opposite side of the pour spout of milk cartons



Reversi (Othello)

#### Simple, but essential.

#### There are various creative ideas applied in "products and services with accessible design" to make them easier to use for everyone.

Products and services with accessible design" are products, facilities and services designed to be easily used by as many people as possible regardless of their physical characteristics or disabilities. (The definition of accessible design). "Products and services with accessible design" are based on a desire to eliminate the inconveniences experienced by people in daily life, and then are creatively invented. Among the things which we now take for granted in our daily lives, there are many that were creatively invented from and generated out of "products and services with accessible design".

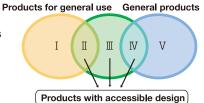
#### (Principles of accessible design)

- 1. Easily adaptable to people of diverse physical and perceptual abilities.
- 2. Capable of communicating in a plain way through multiple methods using visual, auditory and tactile means etc.
- 3. Intuitive and easy to understand, and can be operated and used with the minimal psychological burden.
- 4. Can be used with the least physical burden, e.g. by people of weaker strength, can be moved and accessed easily.
- 5. Materials, structure, functions, systematic procedures as well as the environment are fully considered to ensure safe use.

#### (Additional explanation)

Products and services with accessible design include the following three concepts:

- (1) Design for assistive purposes based on the generalization of available assistive products. (II)
- (2) Design which considers people of all abilities from the outset. (III)
- (3) Design which eliminates the inconveniences of products for general use and is barrier-reducing. (IV)

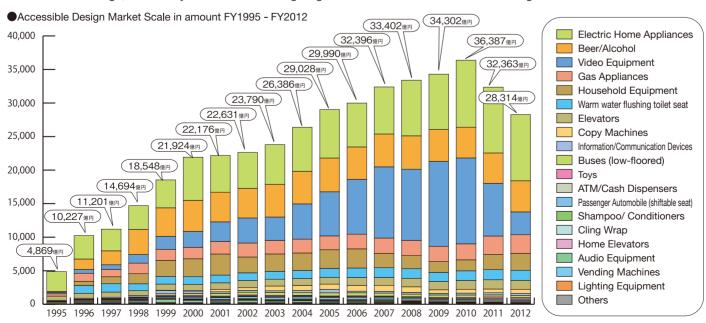


- ··· Dedicated assistive products
- II ··· Assistive products which have now become products for general use.
- III... Products designed based on accessible design
- IV... Products designed to be barrierreducing
- V ··· Products for general use



#### Accessible Design Market Scale

The market scale of products with accessible design had expanded to 3,638.7 billion yen in 2010 compared to 486.9 billion yen in 1995, due mainly to the growth of the video equipment (digital TV) market boosted by the transition to digital broadcasting. But in 2012, the market scale shrunk as the required video equipment had already been bought. However, in terms of the dissemination of products with accessible design, we can say that accessible design digital TVs have become common in most general households.

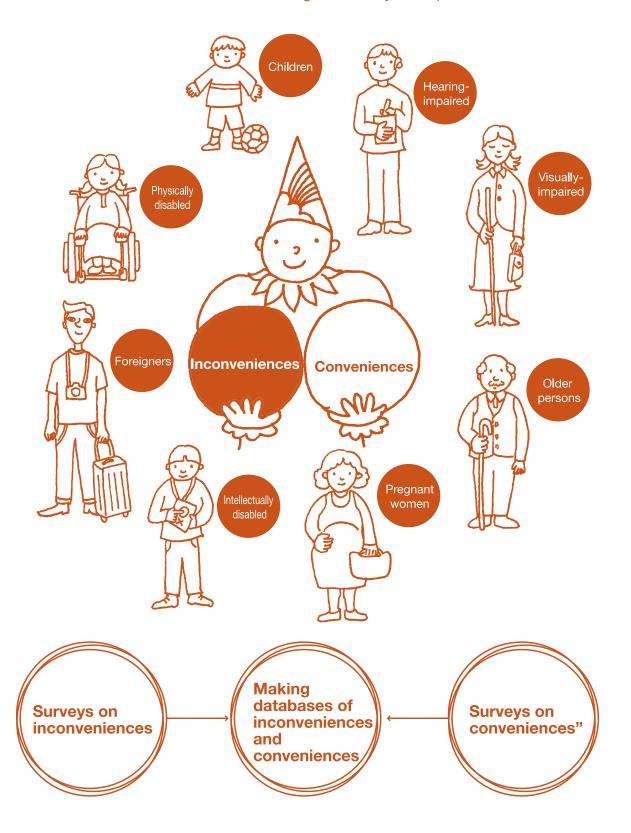




## Investigate and make known "Inconveniences" and "Conveniences"

In order to create and provide products and services with accessible design, we definitely need to know what kinds of people feel which kinds of inconveniences and conveniences.

The Accessible Design Foundation of Japan (The ADF Japan) is conducting surveys on the things and issues that various people feel are inconvenient or convenient in their daily lives, and we summarize the results in reports so that they can be utilized in the development of products and services. We have also created databases with our results and are disclosing them widely to the public.



#### **Surveys and Reports on Inconveniences**

We have been conducting various surveys on the inconveniences experienced by persons with disabilities and older persons, and have issued reports on the results of each survey.

Since 1993, the ADF Japan has been investigating what persons with disabilities and older persons feel to be inconvenient in their everyday lives, and have issued reports on the survey results.

The ADF Japan distributes these reports at cost (there are some exceptions which are distributed for free).

- 1993/5 Report on the everyday inconveniences experienced by persons with visual impairment,
- 1995/ 9 Report on the everyday inconveniences experienced by persons with hearing impairment.
- 1995/ 10 Report on the everyday inconveniences experienced by pregnant women including ones experienced at work.
- 1998/7 Report on the everyday inconveniences experienced by wheelchair users.
- 1999/ 6 Report on the inconveniences experienced by older persons at home.
- 2000/ 2 Report on the inconveniences experienced by persons with partially impaired vision
- 2000/ 3 List of the inconveniences experienced by persons with disabilities and older persons
- 2001/3 Report on the inconveniences experienced by children.
- 2001/ 3 Report on the inconveniences experienced by persons with intellectual disabilities.
- 2002/ 3 The audibly transmitted information (unavailable to but) required by persons with hearing impairment,
- 2002/ 12 Report on the actual state and its associated needs of the leisure time of older persons
- 2011/8 Report on the inconveniences experienced by persons with visual impairment.



#### Surveys on conveniences

#### We have been issuing reports on the results of the surveys on "conveniences".

The purpose of the surveys on inconveniences which we have conducted so far was to help turn unusable things into usable ones, in other words, to turn something "minus" into something "neutral".

On the other hand, in the surveys on "conveniences", we have gathered the opinions of people who have had positive and good experiences (with such things as human responses or thoughtful physical preparations).

The idea is to turn "usable things" into "easy to use things", in other words, to turn something neutral into something positive.

By knowing what has satisfied users, people who are developing products and providing services can pursue additional "positives" which can be added to conventional products and services.



(May 2014)

Report on "Conveniences at convenience stores"

(To be issued in May 2015)

http://www.kyoyohin.org/ja/research/pdf/report\_of\_goodtravel2014.pdf

#### Compilation of databases with our survey results

We are compiling databases with the results of these surveys so that they can be utilized for product development and service provisions. We have designed the databases in a form that product developers and service providers can easily use and they can search data using key words to find the exact information they require.

Report on the inconveniences.

http://www.kyoyohin.org/ja/research/report\_reconnaissance.php

 $\mbox{\%}$  Data of the surveys on inconveniences can be downloaded from ADF Japan's official web site

http://www.kyoyohin.org/02\_syougai/0201\_fubensadb.php http://www.kyoyohin.org/02\_syougai/0202\_fubensadb.php





# We cooperatively consider and create "Products and services with accessible design".

With the advent of the super-aged society, the importance of "products and services with accessible design" is progressively increasing in Japan. Now is the time public administrations, industries and related bodies must come together and cooperate to address the problems of a super-aged society. "Products and services with accessible design" are also important keywords in the business world.

In collaboration with public administrations, industries and related bodies, the Accessible Design Foundation of Japan (the ADF Japan) has standardized various creative ideas used for turning a number of products and services into "products and services with accessible design" as JIS (Japanese Industrial Standards). Furthermore, Japan proposed our ideas to the ISO (International Organization

international standards.

"Products and services with accessible design" which originated in Japan are spreading all over the world.

#### [Awarded the Distinguished Service Award for Promoting Barrier-Free]

for Standardization), and many standards for "products and services with accessible design" have become



In September 2002, the ADF Japan was awarded "the Chief Cabinet Secretary Commendation" at the commendation ceremony of Distinguished Service Awards for Promoting Barrier-Free, which had been established for the purpose of "disseminating excellent initiatives regarding barrier-free".

#### [Industrial Standardization Business Award]



In October 2005, the ADF Japan was commended at the Industrial Standardization Business Award Ceremony by the Ministry of Economy, Trade and Industry, as an "Enterprise contributing to Industrial Standardization", an award given to organizations whose notable achievements for their contribution to the establishment and dissemination of international standards and Japanese Industrial Standards have been widely recognized.

#### The origin of the standardization of accessible design: ISO/IEC Guide 71

The ADF Japan is participating in the standardization activities at the International Organization of Standardization (ISO) and the International Electrotechinical Commission (IEC) through the Japanese Industrial Standards Committee (JISC). In November 2001, ISO/IEC Guide 71 (Guidelines for standards developers to address the needs of older persons and persons with disabilities) was published based on a proposal by Japan, and many domestic and international standards have been generated and utilized based on this guide.

In 2014, ISO/IEC Guide 71 was revised and new guidelines were published. In this new guide, "products and services with accessible design" is expressed collectively as "accessible design".



(2014.7)

#### **Domestic and international standardization**

Since the very first standard regarding "products with accessible design" was established in 1996, roughly 40 Japanese Industrial Standards (JIS) related to "guidelines for design consideration for older persons and persons with disabilities" have been established, more than half of which have become international standards.

#### **Domestic standards**

#### [Basic Standards]

ĮD,	basic Standards)		
1	JISZ8071	Guidelines for standards developers to address the needs of older persons and persons with disabilities	
[Vi	[Visual Considerations]		
1	JISS0031	Ergonomics - Accessible design - Specification of age-related luminance contrast for coloured light	
2	JISS0032	Visual signs and displays — Estimation of minimum legible size for a Japanese single character	
3	JISS0033	Visual signs and displays A method for colour combinations based on categories of fundamental colours as a function of age	
[A	uditory considerations]		
1	JISS0013	Auditory signals on consumer products	
2	JISS0014	Ergonomics - Accessible design - Sound pressure levels of auditory signals for consumer products	
3	JIST0902	Auditory guides in public space for mobility assist	
[Ta	[Tactile considerations]		
1	JISS0011	Accessible design - Tactile dots and bars on consumer products	
2	JISS0052	Tactile information - Basic design methods for tactile patterns	
3	JIST0921	Using methods of braille sign-Public facility	
4	JIST0922	Methods of displaying tactile guide maps	
5	JIST0923	Methods of displaying braille sign - Consumer products	
6	JIST9253	Performance and test method of ultraviolet ray hardening resinous braille	
7	JISX6302-9	Identification cards-Recording technique-Part 9: Tactile identifier mark	

#### [Packaging/receptacles]

JISS0021	Packaging - Accessible design - General requirements
JISS0022	Packaging and receptacles - Test methods for opening
JISS0022-3	Packaging and receptacles - Tactile indication for identification
JISS0022-4	Packaging and receptacles - Evaluation method by user
JISS0025	Packaging and receptacles - Tactile warnings of danger - Requirements
	JISS0022 JISS0022-3 JISS0022-4

#### [Consumer Products]

1	JISS0021	021 Usability of consumer products	
2	JISS0023	Guidelines for designing of clothes in consideration of the elderly people	
3	JISS0023-2	Guidelines for designing of clothes in consideration of the older people-How to use of button	

#### [Facilities/Equipment]

1	JISS0024	Housing equipment
2	JISS0026	Shape, colour, and arrangement of toilet operation equipment and appliance in public rest room
3	JISS0041	Operability of vending machine
4	JIST0901	Information presentation using electronic guiding and wayfinding system
5	JIST9251	Shapes, dimensions and patterns of raised parts of tactile walking surface indicators for persons who are blind or with seeing impairment

#### [Communications]

1	JISS0042	Considerations and apparatuses for accessible meetings
2	JIST0103	Design principles of pictorial symbols for communication support

#### International standards

1	ISO24500	Ergonomics - Accessilble design - Auditory signals for consumer products
2	ISO24501	Ergonomics - Accessilble design - Sound pressure level of auditory signals for consumer products
3	ISO24502	Ergonomics - Accessilble design - Specification of age-related luminacnce
4	ISO24503	Ergonomics - Accessilble design - Tactile dots and bars on consumer products
5	ISO11156	Packaging - Accessible design - Genral requirements
6	ISO17049	Accessible design - Application of braille on signage, equipmetn and appliances
7	ISO17069	Accessible design - Consideration and assistive products for accessible meeting
8	ISO24504	Ergonomics - Accessilble design - Sound pressure level of spoken announcement for products and public address systems

#### **Domestic standards**

#### [Information and Communications]

1	JISX8341-1	Information and communications equipment, software and services Part 1: Common Guidelines
2	JISX8341-2	Information and communications equipment, software and services Part 2: Personal computer hardware
3	JISX8341-3	Information and communications equipment, software and services Part 3: Web content
4	JISX8341-4	Information and communications equipment, software and services Part 4: Telecommunications equipment
5	JISX8341-5	Information and communications equipment, software and services Part 5: Office equipment
6	JISX8341-6	Information and communications equipment, software and services Part 6: Guidance on software accessibility
7	JISX8341-7	Information and communications equipment, software and services Part 7: Accessibility settings

#### JIS "Accessible Meeting" (Meetings for everyone)

In order to enable everyone to join any meetings, we have compiled creative ideas to let meeting hosts and participants discuss together at the planning stage for a meeting in a guidebook called "Accessible Meeting" (Meetings for Everyone).

"Accessible Meeting" has been standardized as both Japanese Industrial Standard (JIS) and international standard (ISO Standard), and is utilized both domestically and internationally.



JIS S 0042 Accessible Meeting



"Meetings for Everyone"



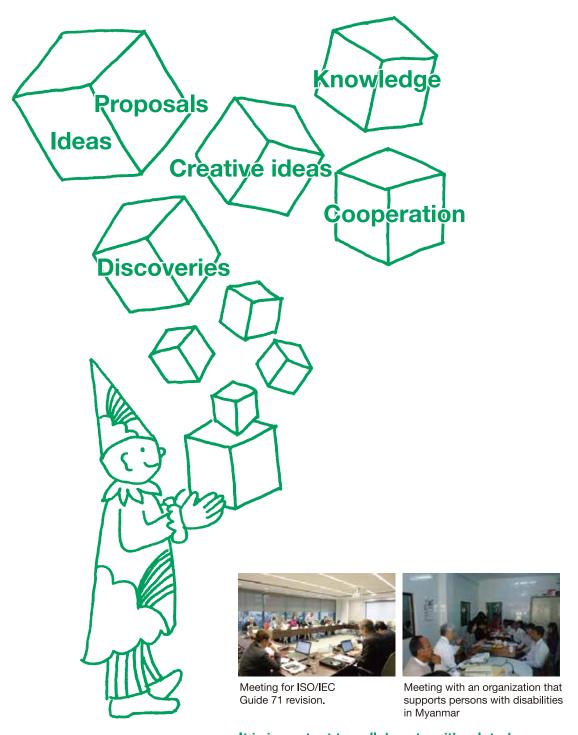
"DVD
"Discussions
for Everyone"



## "Make known and disseminate products and services with accessible design"

We have been investigating the inconveniences and conveniences experienced by many people, and creating products and services with accessible design based on our survey results, but what should come next? The answer is to disseminate products and services with accessible design, together with its ideology, to the society at large.

The Accessible Design Foundation of Japan (the ADF Japan) has been conducting various PR activities with the aim to transmit information of products and services with accessible design broadly and to disseminate them until they become commonplace in our society.



It is important to collaborate with related organizations, both domestic and international.

#### Display of products with accessible design

#### [Permanent Showroom]

A showroom for products with accessible design has been permanently established inside the ADF Japan's office to exhibit up-to-date products with accessible design.



The ADF Japan Permanent Showroom

#### [Participation in Various Exhibitions]

We participate in various exhibitions to spread broadly the knowledge of inconveniences and conveniences to consumers and business persons.



International Home Care & Rehabilitation Exhibition

#### Providing information through journals and books

We are sending out the information about accessible design through ADF Japan's own periodicals and books as well as other related journals and books.



A periodical "Incl."



"Fukushi Kaigo (Social Services) Techno Plus' (Japan Industrial Publication Co., Ltd.)



"Silver Industry News"



"Thoughts called Accessible Design" (Iwanami Shoten)



"Accessible Design White Paper (Gyosei Corporation)



"Barrier-free Products Development' (Nikkei Inc.)



"Barrier-free Products Development 2' (Nikkei Inc.)



"Barrier-free and Advertisement' (Dentsu Inc.)



"Barrier-free Shops and Services' (Nikkei Inc.)



"How to Utilize ISO/IEC Guide 71 Thoroughly' (Nikkei Inc.)



"A Book to Promote 'Accessible Design Business' (Nikkan Kogyo Shimbun Ltd.)



"Catalog for Barrier-free Life" (Shogakukan Inc.)

#### Web Site

We provide useful information in comprehensive manners through our mail magazine, web site and blog.



Web Site URL http://kyoyohin.org/ Blog URL http://www.kyoyohin-news.org/

#### Educational Materials



"What is Accessible Design?"



"Creative ideas and rules to understand by touch" textbook and educational materials set

#### **Video**



Barrier-free video (4 stories included) "Walking in the street with blind eyes" (approx. 15

"Headed for the barrier-free society - blind world, deaf world" (approx. 15 min.)

"Together with everyone - Masashi's first term" (approx. 15 min.) "Jumped with everyone" (approx. 5 min.)

### Network to promote a barrier-

In order to realize a barrier-free society in which everyone can live with ease regardless of disabilities or differences in age or gender, we believe it necessary to strongly promote the dissemination of and enlightenment about "products and services with accessible design" in cooperation with citizens, companies and public administrations.

The Accessible Design Foundation of Japan (the ADF Japan) has established a network connecting citizens, public administrations, companies and industrial bodies, and is working as a bridge between them to echo the frank opinions expressed by many people.

#### Help desk across various industries AD=Accessible Design Organizations **Organization** supporting supporting persons with older persons disabilities Understanding of needs OProviding information (about standards, products etc **Development Organizations** developing AD of AD standards standards OBasic standards OCommon standards Receiving information (TC159/SC4/SC5) about progress of AD ODesign element standards standard development (TC173/SC7) Providing information about needs of persons with disabilities and **Products and Services** older persons AD with accessible design **Organizations** products/ using AD services (Accessible Design) standards database OInforming progress of AD **Help Desk** standards development Providing information about the needs of persons with disabilities and older persons Public rela-Conformity tions, educaassessment of tional organiza **AD** products tions Informing progress of AD standard development OAssessment criteria OProviding information about the needs of persons OEstablishing with disabilities and older persons , attestation system Certification Related bodies companies etc

### free society

#### **Consumer organizations / Civic groups**

Collaboration with consumer organizations supporting persons with disabilities / older persons etc

The ADF Japan has conducted surveys on inconveniences experienced by persons with disabilities and older persons with the assistance from organizations which support those people. We cooperate and network with these organizations, respecting the frank opinions expressed by people experiencing inconveniences.

#### Public administrations / research institutions

Collaboration with public administrations, local government branches and research institutions.

The ADF Japan is cooperating with the Japanese government and local government branches by conducting investigations and projects for development, which are then being used in their public policies.

#### Companies / industrial organizations

#### Collaboration with industrial organizations etc.

#### The Accessible Design Council (ADC)

The ADC was established in 2003, for the purpose of promoting policies which give consideration to older persons and persons with disabilities within Japan. The government, industries, and academic communities are all promoting standardization, research investigations, as well as research and development relating to older persons and persons with disabilities. We collect and accumulate such technical information and know-how on a continuous basis and provide such information widely through symposiums etc.

The Accessible Design Council web site: http://www.ad-council.org/index.php

#### International

#### Collaboration with related international bodies

The ADF Japan has been exchanging information regarding products and services with accessible design with foreign countries, mainly those participating in ISO/TC159 and 173. Particularly, we have a close network with Asian countries.

#### **Area of Education**

#### **Collaboration with educators**

We are teaching the concepts of accessible design and barrier-free to children, in collaboration with professionals who are engaged in education or in the care of small children.

■The history of products and services with accessible design \* refers to events related to the ADF Japan (ADFJ) In the Edo Period, documentation was created for how to distinguish the fillings of kashiwa-mochi (a rice cake wrapped in an oak leaf) (1837) UN International Year of Disabled Persons (1981) RID Group advocated the concept of the "gray zone". (1982) Shogakukan published the first issue of a picture book which is readable by hands called NTT added a cutout to their Telephone Cards. (1985) TOMY published "Voice catalog for toys". (1986) The first Accessible Design Toy "Tetris" was launched for sale. (1989) Americans with Disabilities Act (ADA) was promulgated in the U.S. (1990) "Small tactile dot executive committee" was established in the Japan Toy Association. (1990) Sony launched cassette tapes having tactile marks to indicate recordable time. (1990) □ ADFJ's predecessor, the E&C Project was established. (1991) Kao affixed tactile marks on bottles of shampoo. (1991) ☐ The E&C Project advocated the definition of "products and services with accessible design".(1993) ☐ The first report on "surveys on inconveniences" was issued. (1993) Takara Shuzo affixed braille meaning "alcohol" on the can of their shochu-based beverage.  $\square$ Accessible design market scale survey was started from 1995. (1996) Braille meaning "beer" was affixed on the cans of Asahi Beer, Yebisu Beer and Sapporo Beer. JR East and Eidan subway adopted cutouts on their prepaid cards. (1996) ☐ The cutouts on prepaid cards were standardized by JIS as tactile marks. (1996) Kureha Chemical Industry launched embossed Kure-Wrap (plastic wrap) designed for persons with visual impairment. (1997) The Accessible Design Foundation of Japan (ADFJ) was established, (1999)  $\Box$ The "Exhibition on the future which accessible design opens" was held. The first "Accessible Design Promotion Special Award" was given.(1999) □ ADFJ ran a booth at the International Home Care & Rehabilitation Exhibition, (1999) Cutouts were applied on milk cartons. (2000) Shizuoka Prefecture started to use universal design envelopes. (2000) JIS started to establish "Guidelines for older persons and persons with disabilities". (2000) ☐ Accessible design campaign was posted in weekly magazines ("Josei Seven" and "Weekly "ISO/IEC Guide 71", a new international standard proposed by Japan, was published. (2001) □ADFJ participated in an exhibition of accessible design abroad for the first time (at the Japan and Korea Festival in Seoul), (2001) □ ADFJ was awarded with "the Distinguished Service Commendation for Barrier-free Promotion". (2002) ☐ A booklet for children "What is accessible design?" was issued. (2002) "ISO/IEC Guide71" was adopted as JIS (JISZ8071). (2003) "Accessible Design White Paper 2003" was published by Gyosei. (2003) □ADFJ participated in "REHA CARE2003" exhibition in Germany to exhibit accessible design. (2003) Japan-China-Korea Accessible Design Committee was set up.(2003) "The Accessible Design Council" was established.(2003) □ADFJ supported barrier-free arrangements for Japan Pavilion of EXPO 2005 Aichi Japan. □ADFJ was awarded with "METI Minister's Commendation for Industrial Standardization". (2005)"New Barrier-free Act" was executed. (2006) Market scale of accessible design exceeded 3 trillion yen in 2006. (2006) UN Convention on the Rights of Persons with Disabilities (CRPD) was adopted. "Tactile identifier marks on ID cards" proposed by civil groups became an international standard. (2008) Standards regarding the Japanese "Guidelines for older persons and persons with disabilities" were proposed and adopted as international standards. (2010) "Thoughts called Accessible Design" was published by Iwanami Shoten. (2011) □New version of "Report on the survey on inconveniences experienced by persons with visual impairment" was issued. (2011) "Guidance to make exhibitions easier to participate in for a wider range of people" was issued. □ ADFJ was shifted to a public interest incorporated foundation. (2012) ☐ A brochure titled "Meetings for Everyone" was issued in Japanese and English. (2012) The logo of ADFJ was determined.(2012) □ADFJ conducted a survey on emergency supplies from the viewpoints of persons with disabilities, (2012) □ ADFJ conducted the first survey on "Conveniences (during travel)". (2014)

Revised version of "ISO/IEC Guide 71" was published. (2014)

# Your cooperation is extremely appreciated for the realization

#### Please become one of our supporting members!

The Accessible Design Foundation of Japan (The ADF Japan) is promoting development of products and services with accessible design. And by disseminating its achievements to increase public awareness worldwide, we are pursuing more convenient products and services for all kinds of people, and aiming for the realization of a barrier-free society.

The ADF Japan and its activities are endorsed by our supporting members (both corporate bodies and individuals) who sympathize with the significance of our activities.

We would like to ask you to become one of our supporting members and cooperate with us for the dissemination of products and services with accessible design.

#### Corporate supporting member

Member fee: Annual (per unit) 200,000 yen (Corporate member - type A)

100,000 yen (Corporate member - type B)

Please see the separate sheet for the types of corporate members.

(The annual fee applies to the period from April to the following March and

is payable once per year)

Member privileges: -Distribution of ADF's periodical "Incl." (bimonthly)

-Distribution of e-mail magazine: "ADF Japan news" (weekly)

-Delivery of survey reports and books once they are issued

-Participation in ADF's briefing session and party (once per year)

-Information of events like symposiums and lectures, and preferential

treatments for these events

-Monitoring and counseling about accessible design

#### Individual supporting members / Student members

Member fee: Annual (per unit) 6,000 yen (Individual member)

Annual (per unit) 3,000 yen (Student member)

(The annual fee applies to the period from April to the following March and

is payable once per year)

Member privileges: -Distribution of ADF's periodical "Incl." (bimonthly)

-Distribution of e-mail magazine: "ADF Japan news" (weekly)

-Delivery of annual reports (around July each year)

#### How to become a member

Please apply for membership by telephone, facsimile or e-mail as shown below.

You may also apply from our web site: (http://kyoyohin.org/ja/organization/corporation.php).

The Accessible Design Foundation of Japan Office:

TEL:+81-3-5280-0020 FAX:+81-3-5280-2373

E-Mail: jimukyoku@kyoyohin.org Web site: http://kyoyohin.org/

# important and would be of a barrier-free society.

#### **Profile of the ADF Japan**

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FAX: +81-3-5280-2373 Founded: April 16, 1999

Web site: http://kyoyohin.org/ E-mail: jimukyoku@kyoyohin.org

#### **Location Map**

