

Reference: Homepage of Japan Organization for Employment of the Elderly and Persons with Disabilities

Metro Fleur Co., Ltd.



Capital: 10,000,000 yen (100% capitalized by Tokyo Metro Co., Ltd.)

Employees with disabilities: 25 (including 16 people with severe intellectual disabilities)

Through Cleaning Service Facilities, Interaction with Parent Company Employees has had a Positive Impact on Employees with Intellectual Disabilities Working for a Special Subsidiary Company

Wish incorporated into the company name “Fleur”

Established in October 2004, Metro Fleur Co., Ltd. (a company established to promote employment of people with disabilities) that is wholly financed by Tokyo Metro (Tokyo Metro Co., Ltd.) received approval as a special subsidiary company in April 2005. Tokyo Metro was privatized in 2004, and faces a dramatically different environment from the one in which its predecessor operated as a special-purpose public corporation. Despite the difficulty in hiring people with disabilities in the railway business, Tokyo Metro’s aim in founding Metro Fleur is to promote the employment of people with disabilities, and support their independence in order to fulfill social responsibility. Twenty-five people with intellectual disabilities (including sixteen people with severe ones) work for the company. The company is named “Fleur” (a French word for flower) in the hope that employees with disabilities will achieve success like flowers which bloom, bear fruit, and thereby, they can become established as members of communities.

Profile



Ms. Akiko Tsutsumitani

Born in 1970. 38 years old (Intellectual Disabilities)

Since 2005~

Cheerful and friendly, Akiko is liked and trusted by fellow staff. She says, with a smile, that she has many friends at work, it is an enjoyable workplace, and she wants to continue working till her retirement age.



Ms. Sayaka Okano

Born in 1984. 24 years old. (Intellectual Disabilities)

Since 2005~

Friendly and hardworking, Sayaka is called affectionately “Saya-chan”. She expresses satisfaction in her work saying she is particularly happy when the dirt is removed and things are clean.

Disabled co-workers ----Motivating non-disabled colleagues

Disabled staff cleans the gymnasiums, apartment houses for Tokyo Metro’s single employees, as well as train inspection yard facilities.

Their day begins at 9:20 am with the morning meeting and roll call. Previously, the chief (instructor) called the roll, but now they call the roll among themselves. Following roll call, they do some exercise, such as stretching. After checking their own personal grooming, they head for their workplaces. What is impressive is the way they encourage each other with smiles and greetings as they head to work.

They have opportunities to interact with Tokyo Metro employees at their workplaces. With words of thanks and praise for the job done, they feel proud to be part of society, confident and motivated to grow further. The way they work also has an unexpected synergistic effect. Some employees say that the earnestness with which they go about their jobs has helped to change Tokyo Metro employees’ mindset about working.

Voices from the Workplace



“Determination surmounts disability. Non-disabled workers learn from the way disabled colleagues deal with their work.”

Mr. Takahisa Morito

Operation Chief, Administrative Department, Metro Fleur Co., Ltd.

“Nothing gives me greater pleasure than to see our staff grow and develop. Okano-san is a prime example. She is sensitive and works harder than anybody else. I saw her crying over her inability to put on rubber gloves during the pre-employment training. When I asked if she would quit, she said no. I heard that she trained herself to put on gloves during the new-year holiday. I will never forget the smile she showed when she flaunted her hands she gloved by herself after the holiday. I can tell you similar stories about all our staff. They have made us realize that as long as you do not give up, you can achieve your goal. I would like to continue providing support so that as many disabled people as possible can be contributing members of society.



“We were concerned about their lack of experience at the beginning. However, their sincerity, diligence, and smiles, have encouraged me and I think my view on life has changed.”

Mr. Takayuki Hosono

Director, Metro Fleur Co., Ltd.

“Our recruitment has turned out to be very successful, though the wide-ranging ages of applicants (20-57 at the time of hiring) caused us some concern. Older workers take care of younger ones, who reciprocate with respect to senior colleagues. Through that process, they learned fundamental values, which they need to live as citizens. It is true that, at the beginning, we were very nervous about how to treat them. All those misgivings are gone because of their sincerity, diligence about their jobs, and their smiles. I still have a lot to learn every day to perform my current duty better. I am committed to helping disabled people with their employment promotion and independence through cooperation with the government and support organizations.



Ms. Izumi Nakakuki

Koto-ward the 3rd Asunaro Sheltered Workshop

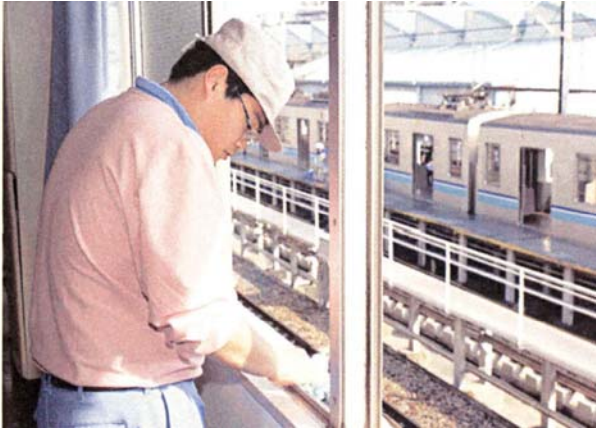
The state of mind of people with disabilities differs significantly between when they work in sheltered workshops and when they work in open employment. Some are too afraid to work among non-disabled workers. Good environments have positive effect on people's growth and development. Here is an example that made us realize this. One day Ms. Sayaka Okano, who used to work here at the sheltered workshop, came to visit us one day after work and she disappeared unnoticed. Later we found her cleaning the toilet voluntarily. She said she did it because the toilet needed cleaning. She did not used to do things like that before, and we were really impressed, because her behavior made us realize how much she had grown since she started working outside. Through such behavior, she sets a good example for younger people to follow.



Mr. Hiroyuki Takishima

**Taito Ward Office of Labor Support for People with
Disabilities**

From its establishment, we have been involved with its support in coalition with support organizations in other wards. We hope to continue to proactively support in Metro Fleur's approach that they focus on each individual staff and nurture them so that they can be independent member of society.



Staff cleaning the cafeteria of the train inspection yard facilities. They also clean changing rooms and bathrooms as well.



Ms. Tsutsumitani cleaning the gymnasium. The staff does some exercises after their morning meeting and roll call.



Staff cleaning the bathroom at the single employee apartment house of Tokyo Metro. (The apartment has 11 stories and 134 units.) Their smiles and sincere behavior are very well received by Tokyo Metro employees.