Corporate Profile

National Agency for Automotive Safety and Victims' Aid

Support
Prevent
Protect

National Agency for Automotive Safety and Victims' Aid
Our hope is to pursue a society without automobile accidents, and to realize a safe, secure, and comfortable automobile community. We want to “build a relationship where you can express your worries, and your concerns”, and to be of “assistance to you as a specialist automobile accident safety procedures.

To contribute to realize a safe, secure, and comfortable automobile society through the support of accident victims and prevention of automobile accidents.

**Our Action Policy**

1. Strive for services and information that only NASVA can provide, and respond broadly to societal expectations.
2. Quickly respond to changes in the society and environment, and actively challenge new operations.
3. Always be cognizant of social responsibilities as an actor for the public welfare, and act in fairness and justice.
4. Always strive for improvement, to execute efficient operations.
5. Ceaselessly strive for self-development, and attain advanced expertise.
6. Observe the laws and rules, and strive for risk management.
7. All staff members unite to execute operations, and strive for creation of a dynamic workplace.
NASVA is an agency specializing in "automobile accident measures".

NASVA is the main institution for implementation of the automobile liability insurance and mutual insurance income activities by the government. NASVA brings unified implementation of three related activities, to “support” victims of automobile accidents, “prevent” automobile accidents, and “protect” from automobile accidents.

Name: National Agency for Automotive Safety and Victims’ Aid
Established: October 2003
(National Center for Automotive Safety and Victims’ Aid: 1973)
Organization: Headquarters (Tokyo), Nationwide: 50 branch offices
NASVA medical facilities: 4 NASVA medical centers, 7 NASVA medi-care sections
Excutive and staff: 353 persons
Expenses: 11.4 billion yen (FY2019 budget)

The Role of NASVA

- Relief for automobile accident victims requires support which is not covered by payout of CALI (Compulsory Automobile Liability Insurance / Mutual Aid. So is called “Jibaiseki” in Japan,) as well as the payout itself. And in the first place, efforts to prevent accidents from occurring are also important.
- To realize the above mentioned support and efforts, governmental activities by the interest of CALI fund (accumulation of the past income of CALI) have been carried out. NASVA as the main implementation body of the activities promotes support for victims and efforts for accident prevention in an integrated manner.

Origins of CALI system
(Good and Bad points of the Automobile Society)

- Automobiles are the transport means for daily life, and the basis for goods distribution. The automobile is convenient.
- But automobiles have accidents. Relief for victims of accidents is established by the common support of all members forming the automobile society, and this is the origin of the CALI system.
- In other words, this “framework” where automobile users pay CALI premiums, and this premium is used to pay the insurance payouts to accident victims, the relief for accident victims, and the efforts for prevention of automobile accidents by the interest of CALI fund, provides support for this “shadow” part.

What is NASVA?

NASVA is the abbreviation for National Agency for Automotive Safety and Victims’ Aid. The background for the symbol mark shows the N from NASVA on a white line. In addition, the appearance of light spreading from the A and V shows NASVA’s wish for a bright future for all people that is full of light and hope.
Ensuring Transport Safety for Automobiles in Transport Businesses

Automobile transport businesses (buses, taxis, and trucks) have high-frequency vehicle use, and accident prevention in this sector is an important field since any accident that occurs would cause immense damage. In fact, “guarantee of transport safety” is even considered to be one of the missions of transport businesses.

For this reason, “aptitude tests”, “training courses”, and “safety management efforts” have become partly mandatory for automobile transport businesses.

NASVA offers universal services at 50 branches all over Japan, implementing “aptitude tests” targeting drivers, “training courses” targeting vehicle operation managers, and “safety management services” targeting the management level.

Through implementation of these accident prevention operations, NASVA provides a powerful support for safety efforts at transport businesses, and actively promotes accident reduction.

Training courses for Vehicle Operation Managers, Etc.

Provides courses based on “actual operations or related laws, and management methods required for safety guarantees”, mainly for vehicle operation managers, who are in charge of safety in the transport business using bus, taxi, truck, or other vehicles, and strive to the ensure adoption of transport safety measures.

Basic Course

Courses helping people who want a basic knowledge of laws and operations required for vehicle operation managers.

General Course

A course targeting people who have already been assigned as a vehicle operation manager (*1) or an assistant manager.

Special Courses

Courses targeting vehicle operation managers whose offices have received administrative sanctions due to serious accidents or violation of laws or ordinances. (*2)

*1 The automobile transport businesses are required to appoint the vehicle operation manager and file an application with the Ministry of Land, Infrastructure, Transport and Tourism, and strives to ensure safety in daily transport.

*2 Engages in more practical courses, such as small group activities based on the accident example, and strives to prevent a reoccurrence of the accident or violation.
For Safe Driver Operation

Implementation of driver aptitude tests and counseling

Aptitude tests, mainly targeting drivers for transport businesses, are used to grasp a person’s characteristics in both psychological and physical aspects, in regards to driver personality, safe driving attitudes, and cognition, processing functions, and audiovisual functions, etc., and provide detailed advice and counseling that can contribute to safe driving operation.

In addition, aptitude tests that are mandatory for specified driver classes (Novice drivers, elderly drivers, and drivers who have caused accidents) are implemented.

### Aptitude tests

#### Mandatory tests

- Novice Driver tests
  - (For a person newly hired as a driver)
- Driver tests
  - (For drivers aged 65 or over)
- Specific test I, Specific test II
  - (Persons who have caused traffic accidents resulting in death or serious injury take either Test I or II depending on the frequency of such accidents)

#### Optional tests

- General tests
- General tests with counseling
- Special tests

NASVA is the institution authorized by the Minister of Land, Infrastructure, Transport and Tourism to implement training courses for vehicle operation managers and aptitude tests.
Since October 2006 all automobile transport businesses have been required to perform “transport safety management”, with everyone from the actual drivers to management level required to keep transport safety in mind as most important, and to ceaselessly strive for improved transport safety.

However, many people may feel “what exactly should I do?” or “I have taken some action, but I am worried whether this is enough”.

We respond to these questions and support transport businesses with “consulting and lecturer dispatch”, “safety management seminars” in relation to safety management as two main activities.

We serve safety management consulting to cultivate a safety atmosphere within companies

- Safety management system support
- Internal audit support
- Operation management system support
- Aptitude test utilization
etc.

To promote the safety management system, we invite governments, related organizations and many transportation companies to hold seminars every year.

Cultivating a Safety Culture
The transport safety management evaluation implemented by NASVA is authorized by the Ministry of Land, Infrastructure, Transport and Tourism. To confirm whether the “safety management system” is established and improved by the automobile transport businesses themselves functions as a system, we conduct interviews with top management and with people in the management divisions, as well as use documentation and records, etc., and then provide advice, etc., for further improvements in transport safety.

Seminars certified by the Ministry of Land, Infrastructure, Transport and Tourism

Seminars certified by the Ministry of Land, Infrastructure, Transport and Tourism ("Guidelines", “Risk Management (Basic)”, “Internal Audit (Basic)”) are held at 50 branches nationwide.

Guidelines*
For all 14 items of the guidelines, we will carefully explain the aim of initiatives to promote the construction and improvement of the overall safety management system and the approach method with specific examples for each item.

Risk Management (Basic)
For the item “collecting and utilizing information on accidents and near-miss incidents” of the guidelines, we will provide explanations and case studies on the necessity of risk management for preventing accident recurrence and how to collect and utilize information on accidents, etc., with specific examples.

Internal Audit (Basic)
For the item “internal audit” of the guidelines, we will explain and provide case studies on the knowledge required to carry out internal audits such as the role of internal auditors, audit methods and corrective actions, etc., with specific examples.

* Guidelines regarding the transport safety-management system

Transport Safety Management Evaluation

The transport safety management evaluation implemented by NASVA is authorized by the Ministry of Land, Infrastructure, Transport and Tourism. To confirm whether the “safety management system” is established and improved by the automobile transport businesses themselves functions as a system, we conduct interviews with top management and with people in the management divisions, as well as use documentation and records, etc., and then provide advice, etc., for further improvements in transport safety.
ISO 39001 is a published international standard. Effective October 2012, the objective is to reduce deaths and serious injuries due to road traffic accidents.

As with ISO 9001 (quality management system) or 14001 (environment management system), this standard stipulates requirements that are necessary for organizations to establish, implement, maintain, and improve a suitable road traffic safety management program in accordance with the PDCA cycle.

What is ISO 39001?

ISO 39001 is a published international standard. Effective October 2012, the objective is to reduce deaths and serious injuries due to road traffic accidents.

As with ISO 9001 (quality management system) or 14001 (environment management system), this standard stipulates requirements that are necessary for organizations to establish, implement, maintain, and improve a suitable road traffic safety management program in accordance with the PDCA cycle.

* The chapter numbers in the figure at right refers to the clause numbers in ISO 39001:2012.
NASVA and ISO 39001

NASVA has organized a Japan Mirror Committee formed from a wide range of experts involved in road traffic systems in Japan. This committee’s role is to expand the implementation of ISO 39001 and to participate in the international committee ISO/TC241.

ISO Consulting

ISO 39001 certification is issued by certification bodies. In consulting, we focus on risk assessment deemed to be particularly important in the international standard. We provide advice on the operations including clarification of the road traffic safety-related risk encountered by business, determination of countermeasure, and priority of action items as well as on the methods of continuous improvement of the management system which support these operations.

Effects of ISO 39001

The spread of ISO 39001 is expected to further strengthen the safety management, expand safety measures not seen in the past, and promote reduction of accidents in society overall.
NASVA Medical Facilities

Treatment and Nursing Care Based on Advanced Equipment and Attention to Detail

NASVA has established and operates four NASVA Medical Centers that specialize in severely disabled persons such as those with persistence of impaired consciousness. These Centers provide hospitalization for persons who have suffered brain injury due to automobile accidents that put them in a continuing state of severe impaired consciousness, offering suitable treatment and constant nursing care aimed at the possibility of social rehabilitation. In addition NASVA has made contracts with seven hospitals (NASVA Medi-care Section) offering treatment and nursing care equivalent to the NASVA Treatment and Nursing Care Center in part of their hospital functions.

The hospitalization period at these medical facilities is set at three years or less, with approval for hospitalization based on an integrated determination of the necessity for treatment and nursing care, the possibilities for recovery, and evaluation of income status, etc.

In these rehabilitation facilities, we respond with adoption of effective treatment and rehabilitation policies suited to each individual, based on the use of advanced medical devices (CT, MRI, PET, etc.).

In addition, we have implemented a one-floor hospital ward system (or monitoring systems in some NASVA Medi-care Sections) that ensures intensive nursing, in order to enable quick discernment of even the slightest recoveries in the consciousness of hospitalized patients, as well as introduced a primary nursing system where a single nurse has continuous charge of a given patient throughout the hospitalization period. Based on these systems, the treatment and nursing is performed with attention to detail, to provide many natural stimuli in the course of daily living.
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<td>NASVA Medical Centers</td>
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<td>Grand total</td>
<td>305 beds</td>
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Most of those who severely injured their brains and/or spines are cared at home after they leave hospitals. NASVA provides them economic and mental assistance to support their daily care.

We give the benefits to those who suffer from severe aftereffects of automotive accidents on brains and/or spinal codes and are cared at home. The amount of the payment depends on the severity of the aftereffects and actual cost for the care at home, ranging from ¥36,500 to ¥211,530 per month. The benefits cover the costs of beds, wheelchairs, urine disposers, paper diapers and other disposal goods, and several kinds of service including day-care.

As of end-March 2019, there were total of 4,627 beneficiaries of this service in Japan.
Mental Assistance

Consultation
NASVA has a consultant in nine main branch office. The consultants, who are qualified care workers or nurses, listen to problems and anxiety of family members of the beneficiaries, and give advice and information of care, mainly through telephone.

Visit to Beneficiary’s Home
NASVA staff visits to beneficiary’s home in order to keep in face-to-face contact with beneficiaries and their families, comprehend their needs and help them solve problems.

Quarterly Journal “Hohoemi”
NASVA issues a quarterly journal “Hohoemi (Smiles),” which carries NASVA’s activities to support victims of automotive accidents, information helpful for nursing care at home. Beneficiaries can exchange their opinions and views through the journals.

Beneficiary’s Meetings
NASVA has held meetings of beneficiaries and their family members since 2009 on the request that they hope to talk and exchange information with other beneficiaries. All fifty branch office of NASVA host the meetings at least once a year in cooperation with hospitals and welfare institutions.

Help for Short-Term Hospitalization And Short-Stay Service
If beneficiaries are admitted to partner hospitals or disabled facilities designated by the Ministry of Land, Infrastructure, Transport and Tourism, for a short period of time, NASVA will support part of the costs of them. In addition, we also provide them consultations before admission.

The figures show the number of hospitals or facilities for short-term admission. As the end of December 2019.
Support for Families Who Lost Breadwinners

Loan without Interest for Children

Families whose breadwinner are killed or severely injured in automobile accidents often suffer from destitution. NASVA lend money without interest to children of such family on their request; ¥155,000 at the beginning of the loan, ¥20,000 or 10,000 (selective system) per month until the child graduates from junior-high school (usually at fifteen years old), and ¥44,000 when he/she enter school. The borrowers are expected to repay the loan for twenty years.

Loan without Interest for the Needy

NASVA also provides loan without interest for those who are in poverty because of not receiving the damages. They are classified by three types:
(1) Persons who have the legal right for damages but hardly recover a part/all of the damages.
(2) Persons who have not received damages of aftereffects from insurance companies.
(3) Persons whose damages will be paid by the Japanese government because they were injured in accidents caused by unknown drivers.

“Tomo-no-Kai” Activities

NASVA has organized a group which consists of child-borrowers and their families in order to promote their welfare. The families can ask advice about problems in a daily life, gain encouragement, and share views and opinions through the group called “Tomo-no-Kai.” The main activities of Tomo-no-Kai are as follows:
Guardian Meetings

NASVA hosts guardian meetings in all fifty branch offices, which helps mothers or fathers of child borrowers ask advice mutually and solve their problems in daily lives.

Quarterly Newsletter “Tomo-no-Kai Dayori”

NASVA issues a quarterly newsletter to help the member families exchange information and introduce Tomo-no-Kai activities mentioned below.

Meetings of the Member Families

Fifty NASVA branch office hold meetings of the Tomo-no-Kai members usually once a year and organize a one-day or an overnight trip. The trips offer children an opportunity to cultivate friendship and urge their guardians to talk over their problems.

Contest of Paintings, Photos and Calligraphy

In order for member children to cultivate sensibility and imagination, NASVA hosts contests and awards excellent works prize including the Minister of Land, Infrastructure and Transport Prize and the NASVA President Prize.

Events in Cooperation with Private Companies

Some private companies invite member children to various events in cooperation with NASVA.

Guardian Meetings

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For the spread of safer cars and child seats

Provision of safety information based on car assessments

Safety performance assessments of generally sold cars and child seats are performed as a car assessment project in order to spread safer cars and child seats. The result of the safety performance assessment of your car and child seat can be known on the website.

https://www.nasva.go.jp/mamoru/index.html

The car assessment is implemented so that a person who drives a car can easily choose a car and so that a car manufacturer can promote the development of safe cars.
In the Japan New Car Assessment Program (JNCAP), we implement various evaluation tests. The overall safety performance of vehicles is evaluated and the test results are published with a 1- to 5-star rating.

**Summary of Evaluation Tests, and Evaluation of Safety Performance**

**Collision safety performance assessment**

The overall safety performance of vehicles is evaluated and the test results are published with a 1- to 5-star rating.

- **Passenger protection performance evaluation tests**
  - Full frontal collision test
  - Offset frontal collision test
  - Side collision test

- **Pedestrian protection performance evaluation tests**
  - Pedestrian head protection performance test
  - Pedestrian leg protection performance test

- **Passenger seat belt reminder evaluation tests**
  - Passenger seat belt reminder

Passenger protection performance and pedestrian protection performance evaluation results are multiplied by a weight coefficient for each type of accident and the points are combined. Overall ratings are determined by the total of these points and the points for PSBR evaluation (out of possible eight).

- **Passenger protection performance**
  - 21 points
  - 21 points
  - 15 points
  - 2 points
  - **59 points maximum**

- **Pedestrian protection performance**
  - 32 points
  - 5 points
  - **37 points maximum**

- **Passenger seat belt reminder evaluation**
  - **4 points maximum**

In an overall safety performance evaluation [100 points maximum], 82.0 points or more

**JNCAP Five Star Award**

We offer the “JNCAP Five Star Award” to reward manufacturers who have developed safer cars showing excellent scores in overall safety performance evaluation, and promoting the safety of the car.

> Always keep in mind the safety of both car passengers and pedestrians.
Always keep in mind the safety of both car passengers and pedestrians.

Preventive safety performance assessment

To further reduce accidents, beginning in FY2014 we are implementing evaluations as part of efforts for advanced safety technology.

- AEBS* to avoid collisions with a car
- AEBS* to avoid collisions with a pedestrian (at daytime)
- AEBS* to avoid collisions with a pedestrian (at night)
- High-performance headlight device
- Lane departure prevention system
- Rear-view monitoring system
- Pedal misapplication prevention device

Evaluation points are awarded in proportion to the degree of effect of reducing the number of fatal and serious injury accidents considering the actual status of accidents in Japan, and when the total points exceed 86 points of the maximum 126 points, it is certified as ASV+++.

Child Restraint Systems (CRS) Assessment

Purpose of CRS assessment

We publish reliable safety performance evaluations of CRS available on the market, to foster an environment that facilitates choice of safer products, and promote the development of safer products by manufacturers, to encourage the spread of Safer CRS.

Comparison of death and severe injury rates, for proper and improper use of CRS

Comparison of death and severe injury rates, for with and without CRS

For the CRS assessment, a frontal collision test and usability evaluation test is performed.
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<td>Sapporo Main Branch Office</td>
<td>060-0032</td>
<td>8F Kitanijo Shinkawa Bldg., 12-98-42 Kita Nijo Higashi, Chuo-ku, Sapporo</td>
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<td>Hakodate Branch Office</td>
<td>041-0806</td>
<td>3F Hakodate Tokyo Kajio Nichido Bldg., 1-18-10 Mihara, Hakodate</td>
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<td>Kushiro Branch Office</td>
<td>085-0018</td>
<td>2F Taiheiyo Kouhatsu Bldg., 7-4-1 Kuroganecho, Kushiro</td>
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<td>Asahikawa Branch Office</td>
<td>079-8442</td>
<td>2F Asahikawa-chiku Truck Kenshu Center, 4-32-2 Ryutsudanchi Nijo, Asahikawa</td>
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<td>Sendai Main Branch Office</td>
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<td>2F Miyagiken Truck Kaikan, 5-8-3 Oroshimachi, Wakabayashi-ku, Sendai</td>
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<td>960-8031</td>
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<td>Kyoto Branch Office</td>
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<td>Hyogo Branch Office</td>
<td>651-0083</td>
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<td>Shiga Branch Office</td>
<td>524-0104</td>
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<td>Nara Branch Office</td>
<td>630-8122</td>
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<td>Wakayama Branch Office</td>
<td>640-8157</td>
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<td>733-0036</td>
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<td>Tottori Branch Office</td>
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<td>Okayama Branch Office</td>
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<td>Chiba Treatment and Nursing Care Center</td>
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<td>Tohoku Treatment and Nursing Care Center</td>
<td>982-0012</td>
<td>4-20-6 Nagamachi Minami, Taihaku-ku, Sendai, Miyagi</td>
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<td>Okayama Treatment and Nursing Care Center</td>
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<td>2-8-35 Nishifurumatsu, Kita-ku, Okayama, Okayama</td>
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<td>Chubu Treatment and Nursing Care Center</td>
<td>505-0034</td>
<td>630 Kobicho-shimokobi, Minokamo, Gifu</td>
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<td>Headquartes</td>
<td>130-0013</td>
<td>19F Arca East, 3-2-1 Kenshi, Sumida-ku, Tokyo</td>
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NASVA Corporate Profile