

# **Kazankaikan**

## **Basic Policy on Customer Harassment**

### **1. Purpose**

The purpose of this policy is to prevent inappropriate behaviors by customers (hereinafter referred to as "Customer Harassment") in relation to the services provided by the Kazankaikan and to provide a safe and secure working environment for our employees. We are also committed to protecting the rights and dignity of all employees and maintaining a healthy workplace.

### **2. Definition of Customer Harassment**

Customer harassment is defined as "complaints and behaviors from customers, where the methods and manner employed to achieve the demands, in light of the reasonableness of the content of such demands, are deemed inappropriate according to societal norms, and such methods and manner harm the working environment of workers," as stated in the "Customer Harassment Countermeasures Corporate Manual" published by the Ministry of Health, Labour and Welfare.

### **3. Examples of behaviors considered as Customer Harassment**

The Kazankaikan regards following behaviors as Customer Harassment in accordance with "Customer Harassment Countermeasures Corporate Manual." The examples below are not exhaustive.

(1) Examples where the customer's demands lack reasonableness

- Complaints made despite no defect or fault being found in Kazankaikan's products or services
- Demands unrelated to the Kazankaikan's products or services.

(2) Examples where the methods and manners employed by the customers to achieve the demands are deemed inappropriate according to societal norms

a. Behaviors likely to be considered unreasonable regardless of the reasonableness of the content of the demands

- Physical attacks (assault, injury)
- Psychological attacks (threats, slander, defamation, insults, abusive language)

- Intimidating words or acts
  - Demands for prostration (kneeling in apology)
  - Persisting demands or complaints
  - Restrictive behaviors (refusing to leave, staying)
  - Discriminatory remarks or actions
  - Sexual comments or actions
  - Attacks or demands directed at individual employees
- b. Behaviors that can be considered unreasonable in light of the reasonableness of the content of demands
- Requests for exchange of goods
  - Demands for monetary compensation
  - Unfounded Demands for apology
- (3) Other nuisance behaviors by customers
- Defamations and slanders on SNS or the Internet

#### **4. Responses to Customer Harassment**

In the event of conduct that constitutes Customer Harassment, the Kazankaikan will take firm action to protect our employees, and if necessary, we may deny the customer further use of our facilities. We will also cooperate with police, lawyers, and other external specialists to deal with the situation in a strict manner, including taking legal action.

#### **5. Request to customers**

Many of our customers have used the Kazankaikan's facilities without causing any incidents of Customer Harassment. However, if any behavior that qualifies as Customer Harassment is confirmed, we will respond in accordance with this policy. We ask for your understanding and cooperation.