

MIRAIT ONE Group Policy on Customer Harassment

Introduction

With a view to respecting the human rights of all employees and all customers and other business partners (hereinafter, “customers, etc.”) based on the MIRAIT ONE Group Basic Policy on Human Rights and continuing to be trustworthy and live up to expectations, MIRAIT ONE has established a policy on handling any demands, comments or behavior from customers, etc., that exceed the socially acceptable range.

MIRAIT ONE will appropriately respond to customer harassment and ensure a sound working environment while maintaining healthy relationships with customers, etc., so that every employee can work with a sense of safety and dignity.

1. Our Definition of Customer Harassment

Customer harassment is defined as a comment, behavior, or demand from a customer, etc., that could damage the business execution and mental and/or physical health of employees of MIRAIT ONE because the content of such comment, behavior, or demand is unreasonable, or even if it is reasonable, the means or manner of execution is inappropriate in light of social norms.

<Examples of Applicable Conduct>

- Physical or psychological aggression (assault, injury, threat, slander, defamation, insult, abusive language) or coercive behavior
- Excessive demand for apology (demanding an employee kneel down on the ground and apologize, etc.)
- Restrictive conduct (long phone calls, refusing to leave, demanding the same explanation repeatedly)
- Discriminatory or sexual remarks and behavior
- Behaving aggressively toward or making demands of individual employees of the MIRAIT ONE Group (including via SNS)
- Making unreasonable demands for goods, services, or money

The above examples of conduct are based on the Ministry of Health, Labour and Welfare's “Corporate Manual on Measures against Customer Harassment.”

These descriptions of conduct are examples, and acts constituting customer harassment are not limited to these.

2. Dealing with Customer Harassment

- In the event MIRAIT ONE determines that there has been conduct that corresponds to customer harassment, we will take appropriate action based on laws, regulations, and social norms while considering individual circumstances.
- If it is determined to be malicious conduct or a criminal act, we will take strict measures, including legal action, in cooperation with outside experts such as the police and lawyers.

3. Key Measures against Customer Harassment

In the event of customer harassment, MIRAIT ONE will implement the following measures as necessary to ensure prompt and appropriate response.

(1) Employee protection

- Establish a system where employees who have suffered from customer harassment can seek consultation with a sense of security (internal and external contact points)
- Provide mental care and necessary support to alleviate the psychological burden of employees who suffer from customer harassment

(2) Prevention in advance

- Promote understanding of customers, etc.
- Provide training for employees to gain knowledge of customer harassment and understand how to respond appropriately

(3) Thorough implementation of recurrence prevention measures

- In the event of customer harassment, investigate the cause and implement measures to prevent recurrence

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