

【MIRAIT ONE Corporation】**Notice of the Establishment of the MIRAIT ONE Group Policy on Customer Harassment**

MIRAIT ONE Corporation (head office: Minato-ku, Tokyo; President and Chief Executive Officer: Hidemune Sugahara; "MIRAIT ONE") announces that, in line with the amendment of the Labor Measures Comprehensive Promotion Act, which goes into effect on October 1 this year, it has newly established the MIRAIT ONE Group Policy on Customer Harassment ("the Policy") on October 1, 2026, in compliance with the Ministry of Health, Labour and Welfare's Corporate Manual for Countermeasures against Customer Harassment, in order to further strengthen its efforts for Compliance with Laws and Respect for Human Rights Norms, which is included in the MIRAIT ONE Group Basic Policy on Human Rights.

Regarding customer harassment, which has become a social issue in recent years, MIRAIT ONE places great importance on the mental and/or physical health of each employee and on an environment where employees can work with dignity. For this reason, MIRAIT ONE will appropriately respond in accordance with the Policy to demands, comments, or behavior that exceed the socially accepted range. By doing so, MIRAIT ONE will maintain a sound working environment and contribute to the realization of a sustainable society as a company widely trusted by society.

■ MIRAIT ONE Group Policy on Customer Harassment

https://www.mirait-one.com/assets/pdf/esg_en/policy-on-customer-harassment-20261001.pdf

■ Policies | ESG

<https://www.mirait-one.com/english/esg/esg-policies/>

<About MIRAIT ONE Corporation>

Founded in 1946, MIRAIT ONE is a company engaged in building and maintaining various types of social infrastructure with a history spanning approximately 80 years. Based on the wealth of experience and technical expertise we have accumulated in the construction of telecommunications infrastructure, in recent years we have been creating and maintaining society's infrastructure in the energy and transportation fields. By leveraging our technologies in communications, electricity, architecture, civil engineering and other fields, we are working on urban and regional development that connects to the future, including implementing DX in communities and businesses and promoting the use of green energy. Based on our purpose of "co-creating an exciting future through challenges and technology," we aim to create new value that enriches people's lives and realize a sustainable society.