

Relo Group Basic Policy on Customer Harassment

Effective Date: April 1, 2025

■ Introduction

To consistently provide customers with high-quality services, delivering customer satisfaction and creating an impressive experience, and as a provider of solutions to the issues faced by society, all of us at the Relo Group continue to work as one to achieve our mission, under the three principles we have upheld since our founding. Our goal is to ensure that our efforts lead to the prosperity of all of our stakeholders, including our shareholders, customers, business partners, and employees.

To achieve this, the Relo Group has adopted a Basic Policy on Customer Harassment to ensure a safe and comfortable environment in which all stakeholders respect each other's human rights. The Group will comply with this policy.

■ Definition of Customer Harassment

The Group defines customer harassment as demands, words, or behaviors by customers, business partners, or other related individuals or entities (hereinafter "Customers, etc.") that meet the following criteria:

- The demand is unreasonable, and
- The means or manner of fulfilling the demand is socially inappropriate.

Furthermore, these demands, words, or behaviors must negatively impact our employees' working environment or hinder our effective operations to qualify as customer harassment.

● Example behaviors that are considered customer harassment

The following is provided as examples and is not meant to be an exhaustive list of conduct that is considered to be customer harassment.

1. Unreasonable demands

- Demands for actions that go beyond the contract, terms of service, or applicable laws
- Demands for monetary compensation or free services that are excessive compared to social norms.
- Demands for apologies or other actions that exceed the scope of work
- Demands for immediate or repeated responses without a valid reason
- Demands for unjust special treatment or preferential treatment

2. Conduct to induce the fulfillment of demands that is inappropriate

- Physical attacks such as violence and other conduct causing physical injury
- Intimidating words or behaviors, such as threats, coercion, or intimidation
- Verbal abuse, insults, defamation, or other harmful words and actions that demean an individual

- Discriminatory words or conduct
- Sexual words or conduct or sexual harassment
- Harassment, including the harassment of people based on their sexual orientation or gender identity (SOGI)
- Demands for excessive apologies, such as apologies given in a humiliating manner
- Coercive actions such as detaining someone for an extended period, refusing to leave, or occupying a space and refusing to vacate.
- Persistent and constant demands via phone calls, emails, meetings, and other forms of communication
- Attacking or stalking employees as individuals
- Defamation on social media or other parts of the internet
- Actions that place an undue mental burden on employees

3. Other behaviors

In addition to the behaviors mentioned above, any behaviors that the Group deems unreasonable based on generally accepted social norms, to potentially hinder its effective operations, or to potentially have negative impacts on its employees' working environment