

## Relo Group Basic Policy on Customer Harassment

### ■ 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 policy on customer harassment to ensure a safe and comfortable environment in which all stakeholders respect each other's human rights.

### ■ Definition of Customer Harassment

- Physical attacks (violence and other conduct causing physical injury)
- Psychological attacks (threats, defamation, insults, or verbal abuse)
- Intimidating words or behaviors
- Demanding an apology be given in a humiliating manner
- Continuous (repetitive) or persistent (pestering) words or conduct
- Conduct that constrains employees' activities (refusal to leave, staying, and confinement)
- Discriminatory or sexual words or conduct
- Attacks on and demands of employees as individuals
- Defamation on social media or other parts of the internet
- Unjustifiable demands for monetary compensation and/or apologies, annoyance to other customers
- Demands for the provision of a service that is not provided and that exceeds generally accepted social norms
- Sexual harassment targeting our employees, SOGI harassment, other harassment and stalking behavior, etc.

The above shows customer harassment as defined in the Corporate Manual on Measures against Customer Harassment released by the Ministry of Health, Labour and Welfare (\*).

(\* Based on the Corporate Manual on Measures against Customer Harassment released by the Ministry of Health, Labour and Welfare.)

Link:

<https://www.mhlw.go.jp/content/11900000/000915233.pdf>

Please note that the behaviors shown here are examples only. Customer harassment is not limited to the above.

## ■ Response to Customer Harassment

The Relo Group will respond to customer harassment in the manner described below.

### (1) Internal response

- In an incident of customer harassment, the Relo Group will give top priority to care for our employees.
- We will acquire knowledge about customer harassment.
- We will establish a counseling desk for consultations regarding customer harassment.
- We will establish a framework for responding to incidents of customer harassment.
- We will interact and collaborate with the police, attorneys and other external professionals in order to take measures, including civil litigation and other legal measures and criminal complaints.

### (2) External response

- We will hold reasonable discussions for rational solutions and work to establish better relationships with customers.
- In an incident of malicious customer harassment or in a case where finding a rational solution through dialogue is difficult, we may refuse service.
- We may implement procedures for managing other incidents of customer harassment, which may include taking legal action such as civil litigation and criminal complaints.

The Relo Group will endeavor to respond to customers' opinions and requests and build trust with customers. In the event of any act of a customer that falls under customer harassment, however, we will take measures according to this policy. We ask you for your cooperation and understanding regarding this matter.