

Basic Policy on Customer Harassment

Introduction

Kashikojima Hojoen has established a “Basic Policy on Customer Harassment” to contribute to the development of society through our business activities, enhance customer satisfaction, and create a society in which the human rights of all stakeholders, including customers and employees, are respected.

1. Basic Policy

Kashikojima Hojoen listens carefully to our customers’ opinions and requests and responds to them earnestly and sincerely. However, customer harassment, such as assault, threats, verbal abuse, and unreasonable demands directed at employees, undermines the dignity of our employees and leads to a deterioration of the working environment. To protect the physical and mental safety of our employees and provide high-quality service to all our customers, we will take appropriate action against any conduct that we deem socially unacceptable.

2. Definition of Customer Harassment

Based on the “Corporate Manual on Customer Harassment Countermeasures” issued by the Ministry of Health, Labour and Welfare and the “Kintetsu Group Basic Policy on Customer Harassment” established by Kintetsu Group Holdings, customer harassment is defined as “complaints or conduct by customers or other parties where, in light of the validity of the demands made, the means or manner used to fulfill such demands are considered socially unacceptable and harm the working environment of employees.”

Examples of customer harassment include the following. However, this is not an exhaustive list.

3. Examples of Conduct Constituting Customer Harassment

(1) Unreasonable request

- i. When there are no defects or negligence related to our product or service.
- ii. The request is unrelated to the services provided by our hotel.

(2) Socially unacceptable means or manner used to fulfill a request

- i. Requests that are likely to be considered unreasonable.
 - Physical attacks (assault, battery)
 - Psychological attacks (threats, defamation, damage to reputation, insults, and abusive language)
 - Intimidating language or behavior
 - Demanding an apology in the form of kneeling (*dogeza*)
 - Repeated or persistent remarks or conduct
 - Coercive acts (refusal to leave, remaining on the premises for an extended period, confinement) — guideline: 30 minutes
 - Discriminatory remarks and actions
 - Sexual remarks and actions
 - Attacks or demands directed at individual employees (such as forcing them to meet outside the workplace or invading their privacy)
- ii. Cases deemed inappropriate in light of the validity of the request
 - Request for a product exchange
 - Request for monetary compensation
 - Request for an apology

4. Responding to Customer Harassment

We are grateful for the continued patronage of the many customers who use our facilities without engaging in conduct that could be considered customer harassment.

If we determine that a customer has engaged in harassment toward our employees, we will engage in sincere dialogue with the customer to build a constructive relationship and resolve the issue.

However, if the customer repeatedly engages in such behavior, we reserve the right to refuse service to them. This measure is based on Article 5, Paragraph 1, Item 3 of the Hotel Business Act and Article 5-6 of the Enforcement Regulations of the Hotel Business Act. If we determine that the conduct is malicious or that the matter cannot be resolved through discussion, we will take appropriate measures, such as asking the person to leave the premises, reporting the matter to the police, or consulting with external professionals such as lawyers.

We believe this is necessary to ensure that more of our customers can relax and enjoy a pleasant and comfortable stay, and we kindly ask for your understanding and cooperation.