

# Shimamura Group Customer Harassment Response Policy

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## 1. Introduction

Shimamura Group has a management philosophy to "Continue sincere corporate management with universal trust and reliability" toward various stakeholders, and its management mission is to create a "good company" that aims for sustainable growth by creating value for various stakeholders.

Our Group strives to respond to the opinions and requests of customers who visit our stores and online store, and to improve the quality of our products and services so that we can provide services based on customer feedback.

However, a few customers who use our Group's services have been found to engage in behavior that constitutes customer harassment against our employees.

These actions pose a risk to the mental and physical health and safety of employees who are working to create a good company for our customers.

In order to continue to meet customer expectations and provide better products and services, we believe it is important to respect the human rights of our employees and protect them from such harassment. This is why we have established the Shimamura Group Customer Harassment Response Policy.

## 2. Definition of customer harassment

Customer harassment is defined as any complaint or behavior by a customer or other person that is socially unacceptable in terms of the means or manner in which the relevant demand would be met, in consideration of the appropriateness of the demand, and for which the means or manner would damage the working environment of our employees.

### 1) Cases where the content of a customer's request is inappropriate

- (1) When no defects or negligence are found in the products or services provided
- (2) If the content of the demand is not related to the products or services provided by the company

### 2) Examples of behavior in which the means or manner of achieving a request are socially inappropriate

- (1) Physical attacks
- (2) Psychological attacks
- (3) Intimidating words or actions
- (4) Demanding submissive behavior
- (5) Continuous (repeated) or overly persistent words or actions
- (6) Restrictive behavior
- (7) Discriminatory words or actions
- (8) Sexual remarks or behavior
- (9) Attacks or demands against individual employees

3) Examples of cases where demands are deemed inappropriate in light of their validity

- (1) Demand for product refund or exchange
- (2) Demand for monetary compensation
- (3) Demanding an apology

3. Dealing with customer harassment

If our Group determines that malicious behavior has occurred, we may suspend business with an individual, refuse entry to our stores, and so on. Furthermore, we will work closely with the appropriate authorities, such as the police and lawyers, to take strict action.

4. Our Group structure

- (1) Inform and educate employees about our response policy
- (2) Establish a contact point within the company (establish a reporting system)
- (3) Establish a response manual (methods and procedures) and conduct in-house training based on it