1. Introduction

The Shimamura Group (the "Group") is guided by its management philosophy of continuing to conduct business with integrity and earning the trust and confidence of all stakeholders. Our management mission is to build a "good company" by creating value for our stakeholders and achieving sustainable corporate growth.

Every day, we strive to see things from our customers' perspective and provide services that meet their expectations. Based on feedback received at our stores, online stores and other channels, we respond to customers' comments and requests and work to improve the quality of our products and services.

However, some customers who use our services engage in conduct toward our employees that constitutes customer harassment. Such conduct may harm the physical and mental health and safety of employees who work to make the Group a "good company for customers."

To continue meeting our customers' expectations and providing better products and services, we believe it is essential to respect our employees' human rights and protect them from such harassment. We have therefore established the Shimamura Group Customer Harassment Response Policy.

2. Definition of Customer Harassment

Customer harassment refers to complaints or conduct by customers or others in which, in light of the reasonableness of the underlying demand, the means or manner used to pursue that demand are inappropriate by generally accepted social standards and thereby harm employees' working environment.

1) Examples of demands that lack reasonable grounds
   (1) Cases where no defect or fault is found in the products or services provided by the company.
   (2) Demands unrelated to the products or services provided by the company.

2) Examples of means or conduct that are inappropriate by generally accepted social standards
   (1) Physical attacks
   (2) Psychological attacks
   (3) Intimidating words or behavior
   (4) Demands that an employee kneel and bow with their head to the ground in apology
   (5) Repeated or persistent words or behavior
   (6) Conduct that restrains an employee or prevents them from leaving
   (7) Discriminatory words or behavior
   (8) Sexual words or behavior
   (9) Attacks on, or demands directed at, individual employees

3) Examples of demands that may be inappropriate in light of the reasonableness of the underlying demand
   (1) Demands for product refunds or exchanges
   (2) Demands for monetary compensation
   (3) Demands for an apology

3. Response to Customer Harassment

If the Group determines that malicious conduct has occurred, we may cease doing business with the individual concerned or refuse them entry to our stores or other premises. We will also take firm action in cooperation with the police, lawyers and other appropriate authorities and professionals.

4. The Group's Internal Framework

(1) Communicate this response policy to all employees.
(2) Establish reporting lines.
(3) Develop a response manual and conduct internal training based on it.
(4) Take measures to support and care for affected employees.
(5) Take the measures necessary to protect the privacy of those seeking advice and others involved, and inform employees of these measures.
(6) Establish a rule prohibiting disadvantageous treatment for seeking advice or taking related action, and inform employees and raise awareness of this rule.