

Basic Policy on Customer Harassment

Hotel Elcient recognizes that it is an important mission to continually pursue high-quality services and products to respond to changes in the market and the needs of society and customers.

We aim to provide stays that satisfy our customers with excellent hospitality, while contributing to the creation of new value and the sustainable development of society. To achieve this, we consider it essential to create a workplace environment where employees' human rights are protected, their dignity is not harmed, and they can work safely in good mental and physical health.

Based on the guidelines published by the Ministry of Health, Labour and Welfare, we have established the following "Basic Policy on Customer Harassment."

1. Definition of Customer Harassment

Customer harassment is defined as claims or behaviors from customers that, in light of the reasonableness of the claim content, use socially inappropriate means or methods to realize those claims and thereby damage the working environment of employees. Examples of actions subject to customer harassment include, but are not limited to, the following:

- (1) When the content of the claim lacks reasonableness:
 - (a) When there is no defect or fault recognized in the products or services provided by our company
 - (b) When the content of the claim is unrelated to our products or services
- (2) When the means or methods to realize the claim are socially inappropriate:
 - (a) Those likely to be considered inappropriate regardless of claim validity:
 - Physical attacks (assault, injury)
 - Psychological attacks (threats, slander, defamation, insults, abusive language)
 - Intimidating behavior
 - Demanding a prostrated apology (dogeza)
 - Continuous (repeated) or persistent (insistent) behavior
 - Restrictive actions (refusal to leave, lingering, confinement)
 - Discriminatory language or acts

- Sexual language or behavior
- Attacks or demands directed at individual employees (summoning or forcing accompaniment outside company or hotel premises, invading privacy)
- Demands for dismissal or internal disciplinary measures against employees

(b) Those that may be considered inappropriate depending on claim validity:

- Unreasonable requests for product exchanges
- Unreasonable requests for compensation such as products, cash, vouchers, or points
- Unreasonable demands for apologies

(3) Other nuisance behaviors:

- Defamation on social media or the internet
- Repeated calls or emails
- Other forms of harassment

2. Response to Customer Harassment

When acts constituting customer harassment occur, we will take a firm and resolute stance, which may include terminating interaction with the customer and refusing accommodation or other services. Furthermore, in cases of malicious conduct or criminal behavior, we will report the matter to appropriate external organizations such as the police or legal counsel and respond strictly and appropriately.

3. Request to Customers

We sincerely accept valuable opinions and requests from customers and will continue to respond with sincerity to improve our services. However, acts that constitute customer harassment will be dealt with according to this basic policy. We ask for your understanding and cooperation.

4. Response to Employees

- (1) We will establish procedures and methods for responding to customer harassment and provide necessary training and education to employees.
- (2) We will maintain a system to properly respond to employees who experience customer harassment and strive to care for them.
- (3) We will raise awareness among employees to ensure they do not commit customer

harassment towards business partners or others.

Hotel Elcient

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