

Basic Policy on Customer Harassment

1. Basic policy against customer harassment

Hotel Kanazawa Co., Ltd. wants to be like a second home for our guests, where they can feel relaxed and comfortable as if they were living in a stress-free environment, as if they had just come home. On the other hand, we will act resolutely and systematically against customer harassment as a serious detriment to the human rights of our employees and their working environment.

2. Definition of customer harassment

Customer harassment is defined mainly as "complaints or actions by customers that are socially unacceptable in light of the appropriateness of the content of the complaint or action, and that harm the employee's working environment, The definition mainly covers "claims and behaviors from the employee that are detrimental to the employee's working environment in light of the reasonableness of the content of the claim or behavior.

3. Conduct subject to customer harassment

In accordance with the "Corporate Manual on Customer Harassment Prevention" published by the Ministry of Health, Labor and Welfare of Japan. The scope is not limited to only the following actions.

- (1) Cases in which the content of a request by a customer or other party lacks validity When there is no defect or negligence in our products or services
The contents of the request are unrelated to the contents of our products or services
- (2) Examples of words and deeds that are socially unacceptable in terms of the means and manner to realize the request
 - a. A demand that is likely to be considered unreasonable regardless of the validity of the content of the demand
 - Physical aggression (assault, injury)
 - Psychological attacks (threats, slander, defamation, insults, abusive language)
 - Intimidating words or actions Demanding to get down on one's knees
 - Continuous (repeated) and persistent behavior Restrictive behavior (eviction, detention, confinement)
 - Discriminatory language or behavior
 - Sexual harassment
 - Attacks or demands directed at individual employees
 - b. Requests that may be considered unreasonable in light of the reasonableness of the request
 - Requests for exchange of goods Requests for monetary compensation Demand for apology
- (3) Other disruptive behavior by customers
 - Slander and slander on social networking sites and the Internet

4. Response to Customer Harassment

In the event of conduct that constitutes customer harassment, we will take firm action to protect our employees, and if necessary, we may refuse to allow them to use our facilities.

We will also cooperate with outside experts, such as the police and lawyers, and take strict measures, including legal action.

5. A request to our customers

Hotel Kanazawa Co., Ltd. wants to be like a second home for our guests, where they can feel relaxed and comfortable as if they were living in a stress-free environment, as if they were back home. However, in the unlikely event that any language or behavior that constitutes customer harassment is observed, we will respond in accordance with this basic policy, and we ask for your understanding and cooperation.

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