

## Mori Hospitality Corporation Basic Policy on Customer Harassment

### **Introduction**

Mori Hospitality Corporation (“We” or “Our”) strives to provide high-quality services that meet the needs of each and every customer based on our company philosophy of “We aim to be the one and only enterprise in the hospitality field.” On the other hand, we shall take resolute action against any conduct that constitutes customer harassment, as such conduct may damage the dignity of employees working for our company and lead to the deterioration of a safe and comfortable working environment.

### **Facilities to Be Covered**

All facilities operated by Mori Hospitality Corporation.

### **Definition of Customer Harassment**

The main target is defined as “Complaints and behavior from customers whose means and manner of achieving the request are socially unjustifiable in light of the appropriateness of the content of the complaint or behavior request, and whose means and manner of achieving the request harm the employee's working environment” as stated in the “Corporate Manual on Measures against Customer Harassment” issued by the Ministry of Health, Labour and Welfare.

### **Examples of Applicable Behavior**

Examples listed in the “Corporate Manual on Measures against Customer Harassment” issued by the Ministry of Health, Labor and Welfare. The applicable behavior is not limited to those listed below.

#### 1. When a guest makes an unreasonable request

- (1) The request is not based on any defect or negligence in our products or services
- (2) Requests that have nothing to do with our products or services

#### 2. When the means or manner of meeting the guest’s request is inappropriate in light of social norms

- (1) Those that are likely to be considered unreasonable regardless of the appropriateness of the request

Physical aggression (assault, injury)

Psychological aggression (intimidation, slander, defamation, insult, abusive language)

Intimidating language and behavior

Demand for *dogeza* (an apology while kneeling down and bowing on the floor)

Continuous (repeated) and persistent behavior

Restrictive behavior (refusal to leave, sitting out)

Discriminatory behavior

Sexual harassment

Attacks and demands to individual employees

Slandorous or defamatory behavior on social networking sites or the Internet

(2) Those that are considered unreasonable in light of the appropriateness of the request

Demand for the exchange of products

Demands for financial compensation

Demand for apology

### **Customer Harassment Handling**

We shall try to reach a reasonable resolution, but if we determine that customer harassment has occurred, we may terminate our response and deny use of the facility. If the harassment is deemed to be more serious, we shall take appropriate action in cooperation with the police and outside experts (e.g., attorneys).

### **Requests to Our Customers**

We shall continue to strive to improve our services to meet your expectations. However, if there is any conduct that constitutes customer harassment, we shall take resolute action in accordance with this policy, and we ask for your understanding and cooperation.

April 1, 2025

Mori Hospitality Corporation