

# **Basic Policy Against Customer Harassment**

## **1. Basic Policy**

Machiyado Ichiryu strives to be a presence that empathizes with and fulfills the hearts of our guests. On the other hand, we consider customer harassment to be a serious violation of our employees' human rights and a significant disruption to their working environment. We will take a firm, organized, and institutional stand against such behavior.

## **2. Definition of Customer Harassment**

In accordance with the "Manual for Corporate Response to Customer Harassment" by the Ministry of Health, Labour and Welfare, we define customer harassment as: "Complaints or behavior from a customer where the means or manner of pursuing a demand is deemed socially unacceptable in light of the validity of the demand's content, thereby harming the working environment of employees."

## **3. Examples of Prohibited Actions**

The following actions, based on the Ministry's manual, are considered customer harassment. Please note that this list is not exhaustive:

### **(1) Cases where the content of the demand lacks validity:**

- Demands where no defect or negligence is found in our products or services.
- Demands that have no relevance to our products or services.

### **(2) Means or manners that are socially unacceptable:**

#### **a. Actions highly likely to be deemed unacceptable regardless of the validity of the demand:**

- Physical attacks (assault, causing injury).
- Mental attacks (threats, slander, defamation, insults, verbal abuse).
- Intimidating behavior.
- Demanding a "dogeza" (prostrating/kneeling apology).
- Persistent or repetitive nagging and harassment.
- Restrictive behavior (refusing to leave, sitting-in).
- Discriminatory remarks.

- Sexual harassment.
- Personal attacks or demands directed at individual employees.

**b. Actions that may be deemed unacceptable depending on the validity of the demand:**

- Demands for product exchanges without justification.
- Demands for monetary compensation without justification.
- Demands for an apology without a reasonable basis.

**(3) Other nuisance behavior:**

- Slander or defamatory actions on social media or the internet.

**4. Our Response**

If any behavior categorized as customer harassment occurs, we will take firm action to protect our employees. This may include refusing the use of our facilities.

Furthermore, we will collaborate with external experts, such as the police and legal counsel, to take strict measures, including legal action.

**5. Request to Our Guests**

Machiyado Ichiryu remains dedicated to providing a heartwarming experience for all our guests. However, should any behavior meeting the definition of customer harassment be confirmed, we will respond in accordance with this policy. We thank you for your understanding and cooperation.

Established: August 2025