

Nissin Group Basic Policy Against Customer Harassment

Nissin Group strives to respond sincerely to opinions and requests from our customers and business partners, continuously delivering high-quality products and services to earn and maintain your trust.

On the other hand, some demands and behaviors from customers and other parties go beyond reasonable bounds, including unreasonable or excessive demands, language that denies the dignity of our employees, violence, and various forms of harassment. Such actions harm the dignity of our working employees and undermine a safe working environment. We recognize these actions as serious issues, and in order to protect the human rights of our employees, we will take a resolute stance and strictly handle customer harassment at an organizational level.

We kindly ask all our customers and business partners for your understanding and cooperation regarding this policy.

This policy shall also apply to our group companies in Japan. Our overseas group companies shall take measures to ensure an appropriate working environment in accordance with the spirit of this policy, while taking into account the laws, regulations, and labor practices of each country and region, and we will provide the necessary support for this purpose.

1. Definition of Customer Harassment

Based on the Ministry of Health, Labour and Welfare's "Corporate Manual for Customer Harassment Prevention" and our internal regulations, customer harassment is defined as follows:

[Definition]

Actions or statements by customers, business partners, users of our facilities, or any other parties related to the businesses conducted by the Company that exceed the socially accepted norm in light of the nature of the operations and other circumstances, thereby harming the working environment of our employees.

(Note: This includes actions conducted via phone, email, SNS, or over the Internet.)

2. Main Covered Actions

The following actions constitute customer harassment (*the list is illustrative and not exhaustive*):

[Unjustified or Excessive Demands]

- Complaints or demands where no defect or negligence is found in the services provided by the Company.
- Complaints or demands unrelated to the content of the Company's services.
- Demands for humiliating apologies (such as forcing employees to kneel and bow/beg for forgiveness) or demands for excessive or unreasonable monetary compensation.
- Demands that significantly exceed contractual obligations or demands that are impossible to fulfill or handle.

[Actions Involving Socially Unreasonable Means or Manner]

- Physical attacks such as assault, injury, or property damage.
- Psychological attacks such as threats, verbal abuse, intimidation through shouting, insults, discriminatory remarks, or slander.
- Actions that disrupt business operations, including long hours of detention, lingering (refusal to leave), or repeated, persistent, and unjust contact.
- Demands for responses during holidays or outside working hours without urgency.

[Attacks or Harassment Against Individual Employees]

- Excessive personal attacks, stalking, or unauthorized photography/filming targeting individual employees.
- Obscene language, sexual questions, or any other form of harassment.

3. Response Policy Against Customer Harassment

If acts falling under customer harassment occur, the Company will take the following actions to ensure the safety of employees and protect their working environment:

[Refusal/Discontinuation of Service and Termination of Transactions]

If behavior is determined to be customer harassment, we will refuse or discontinue any further response. Furthermore, in malicious cases, we will terminate transactions and deny entry to our facilities and premises.

[Cooperation with External Specialized Agencies and Police]

If behavior is judged to be criminal (assault, threats, refusal to leave, property damage, etc.) or malicious illegal acts, we will take resolute action, including reporting/consulting with the police and consulting with legal counsel to pursue legal measures.

4. Our Initiatives

We will make this policy known throughout the Group and within the Company, conduct education and training for employees, and establish and operate a support system to provide prompt and appropriate organizational instructions as well as psychological care in the event of an incident.

All of our employees will continue to work hard to build better relationships with customers and provide even higher quality products and services. We ask for your continued understanding and cooperation.

Enacted: October 1, 2026

Nissin Corporation

President: Shigeki Mine