

Basic Policy on Customer Harassment

1.Introduction

Maruei Hotel Co., Ltd. (hereinafter “the Company”) strives to provide safe, reliable services while sincerely addressing customers' requests to enhance satisfaction. We value opinions and requests from customers as precious opportunities to improve and upgrade our services.

On the other hand, some customer demands or remarks—such as abusive language, threats, or violence that deny the dignity of our employees—are serious problems that could damage employees' working environment and even hinder safe service provision.

Believing that securing a safe workplace enables employees to work with peace of mind and ultimately improves relationships with customers, we have established this “Basic Policy on Customer Harassment.”

2.Definition

The Company defines customer harassment as “remarkably troublesome acts by customers toward employees that impair their working environment.”

Examples include, but are not limited to:

- Acts of violence
- Abusive language, insults, defamation
- Intimidation or threats
- Denial of an employee's character; discriminatory remarks
- Demands for kneeling in apology
- Prolonged restraint of staff (about 30 minutes)
- Coercion exceeding socially acceptable limits
- Unreasonable or excessive requirements lacking rationality
- Posting content (including images, videos, audio, etc.) or personal information that damages the reputation of the company or its employees on social media, etc.
- Sexual harassment, SOGI* harassment, stalking, and other harassment

**SOGI* is an abbreviation of Sexual Orientation and Gender Identity.

3.Support for Employees

- When customer harassment occurs, the Company prioritizes caring for the affected employee.
- We regularly conduct training on knowledge of and responses to customer harassment.
- We maintain a consultation desk and a system that cooperates with police, lawyers, and other specialists.

4.Response to Customers

- While aiming for rational, calm discussions to solve issues, if the Company judges that an act constitutes customer harassment, we may terminate the interaction and refuse further service.
- If judged malicious, we will respond resolutely in cooperation with police or external experts (lawyers, etc.).
- To secure employee safety and enable later review, conversations or interactions may be recorded (audio/video).

5.Request to Customers

Thank you for your continued patronage. We face our customers' voices with sincerity in pursuit of better services.

To that end, it is important that customers and employees respect each other and maintain a safe environment.

Excessive demands or intimidating words may impair service quality; we kindly ask for your considerate cooperation.