Guidelines for Prevention of Customer Harassment

1. Introduction

Under the Kissei Group Management Philosophy, which states that the Kissei Group makes greater contributions to society through human connection and harmony, the Kissei Group ("we," "our") aims to develop and deliver products and services that benefit society in all areas of our business.

We view feedback and requests from customers, etc. as valuable opportunities to improve our products and services, and we are committed to responding to them with sincerity and integrity.

On the other hand, where demands, or remarks or conduct, that exceed what is considered socially acceptable cause harm to the character and dignity of our officers and employees or compromise their physical and psychological safety and working environment, we will respond firmly.

To ensure an environment where each officer and employee can work with peace of mind, and to continuously deliver value to patients, healthcare professionals, and society, the Kissei Group has established the following Guidelines for Prevention of Customer Harassment.

2. Definition of Customer Harassment

Within the Kissei Group, customer harassment is defined as acts by customers, etc. that infringe the human rights of our officers and employees. This refers to remarks or conduct by customers, etc. in the workplace that, in light of the nature of the work in which our officers and employees are engaged and other relevant circumstances, exceed what is considered socially acceptable and consequently impair the working environment of our officers and employees. Legitimate feedback, requests, complaints, or reasonable suggestions do not constitute customer harassment. However, if either the nature of a demand itself or the means or manner used to realize it exceeds what is considered socially acceptable, such conduct may fall under the definition of customer harassment. This includes remarks or conduct through any medium, including face-to-face interactions, phone calls, emails, and posts on social media or other internet channels.

In determining whether an act constitutes customer harassment, we give comprehensive consideration to various factors, including the objective, background, manner, frequency, and persistence of the remarks or conduct by the customer, etc., the physical and psychological state of the officer or employee, the nature and content of the officer or employee's work, and their relationship with the customer, etc. If an individual with a disability requests the correction of unfair discriminatory treatment or reasonable accommodation to remove social barriers, such a request itself will not be treated as customer harassment, and we will respond appropriately in accordance with relevant laws and regulations.

(1) Verbal harassment and intimidating remarks or conduct: Verbal harassment, personal attacks, insulting statements, intimidation by shouting, and discriminatory or derogatory remarks or conduct toward our officers and employees

(2) Threats and overbearing remarks or conduct: Threatening or intimidating statements, such as threatening physical harm, threatening to post online, or implying commercial disadvantages

(3) Prolonged detainment of officers or employees; refusal to end interactions; refusal to leave; persistent phone calls, emails, or meeting demands; repeated inquiries or demands of a similar nature; and relentless reprimands

(4) Sexual remarks or conduct, sexual demands, stalking, voyeurism, unauthorized filming or photographing, and insulting remarks or conduct regarding an individual's sexual orientation, gender identity, or other sensitive personal information, or disclosure of such information without the individual's consent

(5) Demands for *dogeza* (kneeling apologies), dismissal or transfer of the officer or employee

concerned, excessive apologies, excessive monetary compensation, free provision of products or services, and other unreasonable demands

(6) Demands that are fundamentally groundless or completely unrelated to our products or services, etc.

(7) Demands that go far beyond the scope of services provided under the contract or other arrangement

(8) Demands that are extremely difficult or impossible to fulfill

(9) Unreasonable claims for damages

(10) Physical attacks: Assault, battery, throwing objects, spitting, property damage, and other similar acts

(11) Unauthorized photography, audio recording, video recording, acquisition, posting, or dissemination of an officer's or employee's name, photograph, voice, video footage, information related to private life, or any other privacy-related information

(12) Other remarks or conduct similar to the items listed above

3. Definition of Customers

Customers, etc. refers to customers to whom Kissei Group provides, or may potentially provide, products and services, as well as business partners involved in the Kissei Group's business, facility users, neighborhood residents, and any other individuals encountered in the course of Kissei Group's business operations. This shall include those specified in the following items:

(1) Individuals or entities purchasing products sold or using services provided by the Kissei Group

(2) Individuals or entities making inquiries regarding the business activities or related matters of the Kissei Group

(3) Individuals who use or attend, or may use or attend, the Kissei Group's facilities, events, information sessions, or other business-related venues, as well as their family members and other associated individuals

(4) Representatives and other officers or employees of current business partners or potential future business partners

(5) Representatives and other officers or employees involved in negotiations aimed at concluding inter-company contracts

(6) Residents living near the Kissei Group's facilities and other stakeholders

4. Our Stance on Responses to Customer Harassment

The Kissei Group responds to customer harassment with the following stance.

While we will respond to legitimate feedback and requests from customers, etc. with sincerity and courtesy, if the Kissei Group determines that any remarks or conduct constitute customer harassment, we may take the necessary and appropriate measures to protect the character, dignity, and physical and psychological safety of our officers and employees. These measures may include having multiple staff interact with the customer; limiting the duration or method of interactions; suspending interactions; changing representatives; restricting visits, building access, and communications; and refusing the provision of products and services or business transactions.

Furthermore, if we determine that the remarks or conduct are malicious, or if there is a risk that they constitute a violation of laws and regulations, such as assault, intimidation, compulsion, defamation, insult, forcible obstruction of business, or refusal to leave, we will preserve the necessary records and respond in coordination with the police, our legal counsel, and other external expert organizations.

The Kissei Group will establish internal regulations or operational standards regarding consultation helplines for customer harassment, reporting, procedures for escalating to and consulting superiors, confirmation of the facts, care for affected officers and employees, prevention of recurrence, privacy protection for individuals seeking consultation and individuals providing cooperation, and the prohibition of disadvantageous treatment due to consultation, etc. We will ensure that all officers and employees are fully informed and educated on these matters.

Furthermore, we will provide the necessary education and training to prevent officers and employees of the Kissei Group from committing customer harassment against customers, etc. or personnel of other companies. In addition, when requested by other business entities to cooperate in fact-checking or similar investigations, we will cooperate sincerely within the required scope, in accordance with relevant laws, regulations, and internal rules.

These guidelines will be reviewed and revised as necessary, taking into account the purpose and intent of relevant laws and regulations, including the Act on Comprehensively Advancing Labor Measures, and Stabilizing the Employment of Workers, and Enriching Workers' Vocational Lives; the Labor Contracts Act; the Act on the Protection of Personal Information; and the Act for Eliminating Discrimination Against Persons with Disabilities, as well as any future legislative amendments. We greatly appreciate your understanding and cooperation regarding these guidelines.

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