

COMSYS Group Basic Policy on Customer Harassment

1. Basic Approach

The COMSYS Group (hereinafter referred to as “we”) respects the human rights of all stakeholders in accordance with the COMSYS Group Human Rights Policy and regards the provision of a safe and secure working environment for employees as a fundamental basis of our corporate activities.

While we respond sincerely to opinions and requests from customers, we do not tolerate conduct that exceeds the bounds of what is considered reasonable according to generally accepted social norms and undermines the character or dignity of our employees.

We hereby establish this Policy to protect the safety and physical and mental well-being of our employees and to maintain positive relationships with our customers.

2. Definition of Customer Harassment

We define customer harassment as requests, conduct, or behavior by customers or other parties that either lack reasonable grounds in terms of their substance or, even where the substance of a request is reasonable, involve means or manners of pursuing the request that are considered inappropriate according to generally accepted social norms and adversely affect the working environment of employees.

3. Examples of Conduct Covered by This Policy

Examples of conduct covered by this Policy include:

- Abusive language, insults, remarks that deny an individual’s character, or discriminatory remarks
- Intimidation, threats, coercion, or other oppressive conduct
- Physical attacks, including assault or conduct resulting in injury
- Repeated or persistent conduct
- Prolonged restraint of employees or excessive demands for repeated responses
- Demands for excessive apologies, including demands that employees prostrate themselves
- Demands for compensation, money, services, or other benefits that exceed reasonable limits
- Defamation of individual employees or infringement of their privacy
- Defamation or damage to reputation through social media or the internet
- Unauthorized photography, video recording, or audio recording of employees, or the posting of employees’ names or photographs on social media
- Unreasonable demands for disciplinary action, an apology, reassignment, or other personnel measures against individual employees
- Any other conduct that threatens employee safety or adversely affects the working environment

The above definition and examples have been developed with reference to the Japanese-language corporate manual on measures against customer harassment published by Japan’s Ministry of Health, Labour and Welfare. The examples are illustrative, and customer harassment is not limited to these examples.

4. Response to Customer Harassment

We will respond appropriately and firmly as an organization to conduct that constitutes customer harassment, giving the highest priority to the safety and human rights of our employees.

Where necessary, we will cooperate with external professional organizations and relevant authorities and will endeavor to maintain a safe, healthy, and respectful working environment.

5. Request to Customers

We will continue to listen sincerely to the voices of our customers and strive to improve the quality of our services.

We will also remain mindful of the legitimate exercise of rights by customers and other parties and of the need to respond appropriately to individuals who require reasonable accommodation.

We respectfully request your understanding and cooperation in fostering healthy communication based on mutual respect and trust.

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Hiroshi Tanabe
President and Representative Director