

Basic Policy on Customer Harassment

Sodick Co., Ltd. (the “Company”) takes seriously the opinions and requests received from customers, business partners, and other stakeholders and strives to provide better products and services.

At the same time, the Company cannot tolerate conduct that undermines the dignity of its employees, or any demands or behavior that exceed socially acceptable norms, as such conduct may adversely affect employees’ physical and mental well-being and their working environment.

To ensure a safe and secure working environment for employees while maintaining positive relationships with customers and business partners, the Company will respond appropriately to customer harassment.

1. Definition of Customer Harassment

The Company defines customer harassment as conduct by customers, business partners, or other persons associated with the Company’s business that exceeds socially acceptable norms and adversely affects employees’ working environment.

Legitimate opinions and feedback, as well as reasonable requests concerning the Company’s products and services, do not constitute customer harassment. The Company will take such legitimate opinions and requests seriously and respond to them appropriately.

Note: This definition is based on the principles set forth in the Ministry of Health, Labour and Welfare’s Customer Harassment Prevention Guideline, which take effect on October 1, 2026.

2. Examples of Customer Harassment

Examples of conduct that may constitute customer harassment include, but are not limited to, the following:

- Physical violence, threats, intimidation, or aggressive behavior
- Insults that undermine an individual’s dignity, defamatory or abusive remarks, or discriminatory remarks
- Excessive demands without legitimate grounds, or repeated demands that are difficult to accommodate
- Unreasonable demands involving prolonged interactions or repeated handling of the same request
- Unreasonable demands that employees kneel in apology or engage in other acts of submission
- Excessive demands for money, products, services, or other compensation without reasonable grounds
- Acts that infringe on employees’ privacy
- Defamation or abusive statements on social media or the Internet, or unauthorized disclosure of personal information

- Other conduct that significantly adversely affects employees' working environment

Whether a particular act constitutes customer harassment will be determined on a case-by-case basis, taking into account such factors as the content and purpose of the conduct, the circumstances leading to it, the means and manner involved, and its frequency and duration.

3. The Company's Response Policy

If conduct constituting customer harassment is identified, the Company will respond appropriately as an organization, giving the highest priority to protecting the safety of employees and their working environment.

Where necessary, the Company will ensure that the employee concerned does not handle the matter alone and will respond in coordination with supervisors and relevant departments.

If customer harassment continues or the conduct is deemed malicious, the Company will take appropriate measures, which may include declining further service or communication or reviewing the relevant business relationship or transactions.

4. Ensuring Employee Safety

The Company has established consultation and reporting mechanisms to ensure that employees who experience customer harassment do not have to deal with such situations alone, and the Company will respond to such matters as an organization.

Employees will not be subject to any adverse treatment for seeking advice or reporting customer harassment to the Company.

Where necessary, the Company will also provide appropriate support, taking into consideration employees' physical and mental well-being. Such support may include appropriate workplace arrangements and consultation with relevant specialists or organizations.

5. Cooperation with the Police, Legal Counsel, and Other Relevant Parties

If violence, threats, criminal acts, or other malicious conduct is identified, the Company will give the highest priority to ensuring employee safety and, where necessary, respond appropriately in cooperation with relevant external specialists and authorities.

Effective Date: October 1, 2026

Sodick Co., Ltd.