

Customer Harassment Policy

Introduction

All officers, employees, contracted workers, part-timers, and temporary workers (hereinafter collectively referred to as the “Officers and Employees, etc.”) of Daiei Kankyo Co., Ltd. and its subsidiaries (hereinafter collectively referred to as the “Group”) aim to realize a society where the Group coexists with human life, industry, and nature, as stated in our management philosophy, and carry out our daily work with the trust of our customers and local communities as our top priority.

On the other hand, unreasonable and malicious complaints, known as customer harassment, have become a social issue. Such behavior undermines the dignity of Officers and Employees, etc. and has a negative impact on the work environment, and therefore the Group views it as a serious problem.

While the Group will continue to respond sincerely to opinions and requests from our customers, business partners, facility users, and other stakeholders, in order to respect the human rights of each and every Officers and Employees, etc., it hereby establishes the “Customer Harassment Policy” as follows.

1. Definition of Customer Harassment

In accordance with the law, the Group defines customer harassment as conduct that meets the following three criteria: The perpetrator is a customer or business client; the conduct goes beyond what is socially acceptable, such as assaulting, threatening or defaming the victim; and finally, the conduct hurts the work environment.

2. Examples of Customer Harassment

Examples of actions that we consider as customer harassment include, but not limited to, the following:

- Physical and psychological attacks (assault, threats, slander, defamation, insults, verbal abuse)
- Intimidating words or actions (shouting, banging on the desk)
- Demanding apologies in the form of kneeling
- Continuous or overly persistent words or actions (frequent visits, phone calls, and emails, multiple complaints spanning multiple departments)
- Restrictive behavior (refusing to leave, remaining on-site, confinement)

- Discriminatory and sexual remarks (obscene acts and voyeurism toward Officers and Employees, etc.)
- Attacks or demands against individual Officers and Employees, etc.
- Malicious posts on SNS, the internet, etc. (disclosing the names of employees, defamation, posting unauthorized photos, videos, or audio)
- Coercion to engage in acts that violate laws and regulations or acts outside the scope of the contract
- Unreasonable demands for product exchange, monetary compensation, or apologies

3. Response to Customer Harassment

If the Group determines that a customer's request or behavior constitutes customer harassment, we may refuse to provide services or products, or to decline customer interactions. Furthermore, for malicious or criminal acts, we will consult with the police and lawyers, and other relevant parties to take strict action.

4. The Group Initiatives

- We will inform and educate Officers and Employees, etc. about this Policy.
- We will prioritize the safety and health of our Officers and Employees, etc., and will respond to customer harassment as an organization, rather than as an individual Officers and Employees, etc.
- In the event of customer harassment, we will report the situation to the victim's supervisor and Business Administration Division General Affairs Department of Daiei Kankyo Co., Ltd.
- We will cooperate with external specialists (police or lawyers, etc.) as necessary to respond to the situation appropriately.

Established on December 1, 2025