

Policy on Response to Customer Harassment

(Response to inappropriate words and actions that violate social norms)

Employees of the AS ONE Group (“the Company”) will respond sincerely and calmly to opinions on defects and faults in products and services, and respect, trust, and empathize with all individuals involved.

To respond in this manner, we think it is necessary for employees who are responsible for customer service operations to be able to take pride in their work, based on a safe, secure employment environment.

In the event that the following sorts of inappropriate words and/or actions violating social norms are used against an employee, the Company will respond resolutely and terminate or refuse to provide customer service. Moreover, the Company may notify law enforcement, an attorney, and other authorities and take appropriate action when it deems a response to be malicious.

- When products and services provided by the Company cannot be determined to be defective or negligent
- When the contents of a customer’s opinion are unrelated to the contents of the products and services provided by the Company
- Psychological assaults; coercive words and actions; continuous, persistent words and actions; words and actions repeated over a long period; sexual and discriminatory words and actions; etc.

Enacted January 16, 2025