

Basic Policy on Customer Harassment

1. Introduction

Taiheiyo Cement Group (hereinafter referred to as “the Group”) is committed to its mission of contributing to social infrastructure development by providing solutions that are environmentally efficient, enhance its competitive position, and bring value for its stakeholders.

In this context, we regard the opinions, comments, and requests we receive from our customers and other stakeholders as invaluable opportunities to improve our products and services and enhance their quality.

At the same time, certain demands and behaviors from some customers and other stakeholders may constitute or escalate into harassment toward our employees (hereinafter referred to as “employees”), including abusive language, threats, and other conduct that infringes upon their dignity. We regard such conduct as a serious issue, as it not only adversely affects the working environment of our employees but may also impede our ability to provide safe, secure, and reliable services.

To protect our employees from harassment by certain customers and other stakeholders, we believe that taking a firm and appropriate stance against such behavior enables employees to work with peace of mind and contributes to building healthy and positive relationships with customers and stakeholders. Accordingly, the Group has established its “Basic Policy on Customer Harassment.”

2. Definition of Customer Harassment

Based on the Ministry of Health, Labour and Welfare’s “Customer Harassment Countermeasures Corporate Manual,” the Company defines customer harassment as any of the following acts committed by customers or other parties toward employees:

Requests or conduct by customers or other parties where, in light of the reasonableness of the content of such requests or conduct, the means or manner used to achieve such requests are deemed socially unacceptable, and where such means or manner adversely affect the working environment of employees.

【Examples of Customer Harassment】

- Physical or psychological abuse, including assault, battery, threats, coercion, defamation, slander, insults, abusive language, or other intimidating behavior

- Repeated, persistent, or harassing conduct
- Demands that employees make a public apology by kneeling and bowing deeply (dogeza)
- Restrictive conduct, including refusing to leave the premises, remaining on-site without authorization, or unlawful confinement
- Discriminatory or sexually inappropriate remarks or conduct
- Personal attacks against employees or demands directed at individual employees
- Posting employees' personal information on social media, the internet, or other public platforms, including photographs, audio recordings, or videos
- Requests for unreasonable or excessive services
- Demands for product replacement, monetary compensation, or apologies without legitimate justification

※ The above examples are provided for illustrative purposes only and do not constitute an exhaustive list of conduct that may be considered customer harassment.

3. Response to Customer Harassment

(1) Preventing Employees from Becoming Victims of Customer Harassment

- We will firmly refuse any unreasonable demands.
- We reserve the right to decline service or discontinue our response where conduct such as violence, threats, extortion, or other actions that undermine the personality, dignity, or working environment of our employees is identified.
- We will, as necessary, consult with our legal department and take appropriate measures, including legal action.
- We may coordinate with law enforcement authorities, legal counsel, and other relevant parties as appropriate.
- We are committed to protecting our employees from customer harassment and maintaining a safe and supportive working environment.

(2) Preventing Employees from Becoming Perpetrators of Customer Harassment

- We do not tolerate any conduct by employees that undermines the dignity or respect of others or adversely affects the work environment.
- Employees will interact with customers and other stakeholders on an equal footing, treating one another with mutual respect and fostering positive relationships.
- We will promote awareness and provide education to ensure that employees do not engage in customer harassment.

Established on October 1, 2026

Taiheiyo Cement Corporation President and Representative Director: Yoshifumi Taura