

SECOM Group Basic Policy on Customer Harassment

The SECOM Group is committed to ensuring the consistent provision of safety and peace of mind to our customers. To this end, we are promoting employee engagement and maintaining the workplace environment.

However, instances of what is known as “customer harassment,” which includes words and deeds that negate one's character, physical assault, and sexual harassment, have occurred in the process of serving our customers. We recognize that such behavior is not only an affront to the dignity of our employees, but also a serious problem that can lead to the deterioration of the workplace environment.

To continue to meet the expectations of our many customers, and to maintain an environment in which our employees can work with peace of mind and in good mental and physical health, we believe it is essential to protect our employees' human rights and take a firm stand against customer harassment. If any of our group companies find that there has been such harassment, we will cease the offering of products, services, and support for the offending customer. If the harassment is found to be malicious in nature, we will take severe measures, including legal action.

Examples of behavior that could be considered customer harassment include, but are not limited to:

- Physical assault (up to and including injury)
- Psychological abuse (threats, slander, defamation, insults, and verbal abuse)
- Discriminatory speech and behavior
- Intimidating words and behavior
- Unreasonably persistent words and actions
- Excessive demands for apologies (such as forcing someone to get down on the ground and grovel)
- Restrictive behavior (refusal to leave the premises, confinement of employees)
- Sexual comments or behavior (sexual harassment)
- Requests for monetary compensation or discounts without a justifiable reason
- Requests for unreasonable or excessive services
- Photographing or audio/visual recording of employees without permission
- Posting of employees' personal information on SNS, etc. (including publishing of photos, videos, and audio recordings)