

Tokuyama Group Customer Harassment Policy

Established October 1, 2026

1. Basic Approach

In line with the Tokuyama Group Code of Conduct and the Tokuyama Group Human Rights Policy, the Tokuyama Group conducts its business with respect for the human rights of all people. We regard the opinions and requests we receive from customers, business partners, and all our other stakeholders as valuable input that helps us improve our products, services, and business activities. At the same time, we take seriously the fact that demands, remarks, or behavior that go beyond socially acceptable limits can harm the character and dignity of our officers and employees and undermine a safe and healthy workplace.

The Tokuyama Group has established this Policy to secure a work environment in which our officers and employees can feel safe and secure and to maintain sound relationships with all our stakeholders built on a foundation of mutual understanding and trust.

2. The Tokuyama Group's Definition of Customer Harassment

The Tokuyama Group responds in good faith to reasonable and constructive opinions and requests from customers, business partners, and all our other stakeholders. However, we define customer harassment as any remarks or behavior in which the means or manner used to pursue a demand is socially inappropriate in light of how reasonable the demand itself is, and which harms the working environment of our officers and employees. We do not tolerate such remarks or behavior under any circumstances. The following are examples only; customer harassment is not limited to these:

- Violence, inflicting bodily injury, threats, and other physical or psychological attacks
- Insulting or degrading remarks or behavior
- Sexual harassment and other human rights violations
- Defamation or invasion of privacy on social media or elsewhere online
- Demands that exceed what is socially reasonable
- Monopolizing the time of officers or employees for extended periods, making persistent inquiries, and other conduct that harms the working environment of our officers and employees

3. Our Response to Customer Harassment

The Tokuyama Group views the safety and human rights of our officers and employees as a top priority and responds firmly as an organization to customer harassment. We address opinions and requests sincerely and in good faith and strive to resolve matters through calm, reasonable dialogue.

However, if we determine that conduct constitutes customer harassment, we may discontinue our response or take other necessary measures. In cases of malicious conduct, we will take appropriate action in cooperation with the police and other relevant authorities.

4. Support System for Officers and Employees

The Tokuyama Group maintains a system that allows officers and employees who have experienced customer harassment to seek help without hesitation. We protect the privacy of those who come forward, and we will not treat anyone unfavorably for having sought help or cooperated in establishing facts.

5. What We Expect of Tokuyama Group Officers and Employees

The Tokuyama Group requires its officers and employees to act with respect for the human rights of customers, business partners, and all other stakeholders. Officers and employees comply with laws, regulations, and internal rules, uphold corporate ethics, and perform their duties with integrity and fairness. They do not exploit their position or business relationships to make unreasonable demands, engage in intimidating, discriminatory, or sexual remarks or behavior, or otherwise act in any way that undermines another person's character or dignity.

6. A Request to Our Customers, Business Partners, and All Other Stakeholders

The Tokuyama Group will continue working to provide products and services worthy of trust, and we aim to build relationships with our customers, business partners, and all other stakeholders based on mutual respect. When you share your opinions or requests with us, we ask that you be mindful of the character, dignity, and safety of our officers and employees. We appreciate your understanding and cooperation as we work together to build relationships of mutual respect.