

Basic Policy on Customer Harassment

Basic Policy

The NEC Group listens carefully to the opinions and requests of customers, business partners, and other stakeholders involved in the NEC Group's business activities, and strives to maximize the value it provides.

At the same time, conduct that exceeds reasonable and socially acceptable standards may harm the working environment of employees and affect the stable and continuous provision of services.

To protect the safety, rights, and dignity of its employees, the NEC Group will respond appropriately to customer harassment as an organization.

Definition of Customer Harassment

The NEC Group defines customer harassment as conduct by customers, business partners, facility users, or other persons involved in NEC Group's business activities that exceeds the necessary and reasonable scope in light of the nature and circumstances of the relevant business or service and adversely affects the working environment.

Not all opinions, requests, or complaints constitute customer harassment. The NEC Group will continue to respond sincerely to legitimate opinions and requests that, when viewed objectively, are expressed within the bounds of socially accepted norms.

Conduct That May Constitute Customer Harassment

The following are examples and are not exhaustive:

- Physical attacks, including assault or injury
- Psychological attacks, including threats, defamation, insults, slander, or abusive language
- Intimidating conduct
- Sexual or discriminatory conduct
- Repeated or persistent conduct
- Conduct that unduly detains employees, including prolonged detention, refusal to leave, or remaining on premises without justification
- Excessive demands where no defect or fault is found in the relevant product or service, or where any such defect or fault is minor
- Demands that substantially exceed the scope of the contract or services provided
- Demands for monetary compensation, apologies, or disciplinary action that are unreasonable under socially accepted norms

- Demands, made by leveraging a business relationship, that employees engage in private interactions or provide other inappropriate responses
- Conduct that, by leveraging a business relationship, unjustifiably restricts employees in the performance of their duties or the Company's business operations, or otherwise interferes with such duties or operations
- Defamation, slander, or invasion of privacy through social media, the Internet, distribution of documents, or other communication channels
- Other conduct that exceeds what is acceptable under socially accepted norms

Response to Customer Harassment

The NEC Group values constructive dialogue with customers, business partners, and other stakeholders.

At the same time, if the NEC Group determines that conduct constitutes customer harassment, it may, depending on the circumstances, take necessary measures to ensure employee safety and the proper conduct of business. Such measures may include changing the manner of communication, discontinuing business interactions, restricting access to or use of facilities, or coordinating with relevant authorities or organizations.

NEC Group Initiatives

To prevent customer harassment and ensure an appropriate response, the NEC Group will undertake the following initiatives:

- Communication of this Policy and awareness-raising activities
- Establishment of consultation and reporting systems
- Education and training for employees and managers
- Investigation of reported cases and appropriate response
- Support for affected employees
- Protection of privacy

A Request to Our Customers and Business Partners

The NEC Group will continue to value relationships of trust with customers, business partners, and other stakeholders through dialogue and co-creation.

We respectfully ask for your understanding of the purpose of this Policy and your cooperation in building positive relationships based on mutual respect.