Basic Policy on Customer Harassment

The Nippon Kayaku Group values relationships of mutual trust with all stakeholders and strives to provide high-quality products and services.

However, unreasonable customer demands and behaviors that undermine the safety and dignity of our employees not only harm our employees, but can also have a significant impact on our business operations.

We will respond sincerely to customer opinions and requests. However, when faced with socially unacceptable behavior, we will respond in ways which resolutely protect our employees and maintain sound business operations.

Actions Constituting Customer Harassment

Based on the approach of the Ministry of Health, Labor and Welfare, we have defined the following actions as forms of customer harassment.

1. Intimidating and threatening behavior

- Abusive language, insults, remarks that violate a person's dignity
- Threats, browbeating, intimidation
- Discriminatory or defamatory behavior
- Personal abuse of employees

2. Excessive or unreasonable demands

- Demands completely disproportionate to the contents of our products and services
- Unreasonable demands for apologies
- Excessive demands for financial compensation and special treatment
- Demands which contravene social norms

3. Restrictive behavior

- Extremely long telephone calls or meetings
- Repeated inquiries about the same matter or persistent demands;
- Continuous complaints which hinder the execution of business

4. Internet and social media harassment

- Personal online abuse of employees
- Posting baseless abuse or rumors about our company or employees
- Posting or disclosing information online that violates company or individual privacy

*Our definitions of customer harassment are not merely limited to the above examples.

Responding to Customer Harassment

When conduct is deemed to constitute customer harassment, we may, after establishing the relevant facts, cease responding to, or refuse future business with, the offending party. Furthermore, we will work with the police, legal counsel, and other relevant authorities and take appropriate action. So that everyone can feel secure while using our products and services, we kindly request your understanding of and cooperation with this Basic Policy on Customer Harassment.

Established: October 1, 2026
Makoto Takeda
Nippon Kayaku Co., Ltd.
Member of the Board and Managing Director