

JR West Group's Basic Policy on Customer Harassment

1. Policy Plan Objectives

The JR West Group is guided by “Our Purpose” – a vision that shapes our daily work as we strive to provide safe, secure and reliable services that are thoughtfully attuned to each individual customer.

To continue providing services that meet our customers' expectations, we remain receptive to feedback, humbly acknowledge our shortcomings, and make ongoing efforts to improve.

At the same time, we believe that delivering high-quality services is dependent on protecting the rights of all Group employees, and fostering a workplace where they can work with peace of mind, maintaining both physical and mental wellbeing.

On this basis, and in recognition of the unfortunate reality that some customers have engaged in malicious complaints and behavior towards the Group and its employees, we have decided to establish the “JR West Group Basic Policy on Customer Harassment”.

Going forward, the Group will remain united in its efforts to meet customer expectations. We appreciate your continued cooperation and understanding as we implement this policy.

2. Definition and Examples of Customer Harassment

(1) Customer harassment, as defined by Our Group

Customer complaints or behavior (including those by business partners) may be considered customer harassment when the demand itself lacks reasonable grounds, and the means or manner used to pursue it are inappropriate under socially accepted norms. The action in question is also considered to undermine the working environment of employees.

(2) Examples of Customer Harassment Conduct

Types of Behavior	Specific Examples
Physical or Psychological Attacks	<ul style="list-style-type: none">• Violent behaviors such as grabbing an employee's arm, punching, kicking or throwing objects• Behaviors that constitute sexual harassment• Dehumanizing behaviors that deny personal dignity, including insulting or discriminatory remarks
Intimidating or Threatening Behaviors	<ul style="list-style-type: none">• Use of threats, abusive or offensive language, or demands such as forcing an employee to kneel on the ground in apology• Threats or implied threats involving exposure to the media or social media, or references to connections with anti-social groups
Behaviors Constituting Infringement of Privacy or Defamation	<ul style="list-style-type: none">• Actions that violate employees' privacy• Photographing, filming or recording employees without their consent• Posting content on social media intended to damage the reputation of the company or its employees
Continued and Persistent Behaviors	<ul style="list-style-type: none">• Repetitive unreasonable demands, or repeated contact via phone or email• Actions that disrupt employees' work, such as repeatedly asking the same question
Controlling or Coercive Behaviors	<ul style="list-style-type: none">• Occupying an employee by phone or in person for an extended period of time• Refusing to leave company premises, or remaining on-site for an inappropriate length of time
Unreasonable Demands	<ul style="list-style-type: none">• Demands for products, services, money or special treatment without justifiable reason• Demands for an apology without justifiable grounds• Demanding visits to a customer's home or after-hours support without justifiable reason• Applying unreasonable pressure regarding deadlines or pricing during transactions

Other Inappropriate Behaviors	• Behaviors deemed malicious from the standpoint of employee protection
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*Customer harassment is not limited to the above examples. This policy also covers actions taken by our Group employees toward business partners.

3. Response to Customer Harassment

【External Response】

- All employees are instructed to consider the viewpoints of passengers while carrying out their duties to provide services that fully meet passenger expectations.
- In order to protect our employees, we will respond firmly to behavior deemed to constitute customer harassment and, when necessary, may suspend the provision of products, services or further customer engagement.
- Furthermore, in the event that an act is deemed to be criminal or malicious in nature, we will act in coordination with law enforcement or legal counsel and respond in a strict manner, including taking legal action as necessary.

【Internal Response】

- To protect employees from customer harassment, a framework will be established to ensure appropriate decision-making and response at the company level. A system will additionally be put in place to allow employees to consult with legal professionals.
- We will establish methods and response procedures for handling customer harassment and provide employees with the necessary training.
- We will support the mental and physical well-being of employees affected by customer harassment, and take measures to prevent its recurrence.
- We will provide awareness training to employees to ensure they do not engage in customer harassment towards clients or partners.