

Policy against Customer Harassment

01. Introduction

Kitakobushi Resort (hereinafter "the Company") is committed to providing safe and secure services and strives to address customer requests with sincerity to provide services with higher satisfaction. We consider opinions and requests received from customers to be extremely valuable opportunities for improving our services and quality.

On the other hand, some customer requests and behaviors include verbal abuse, threats, and violence that deny the dignity of employees and damage their self-worth. Such acts, which are significantly unreasonable in light of social norms, are serious issues that not only deteriorate the working environment for employees but can also negatively affect the provision of safe and secure services.

By ensuring a safe working environment for employees, we believe it will enable them to work with peace of mind, which will, in turn, lead to better relationships with our customers. Therefore, we have established this "Policy against Customer Harassment."

02. Definition

At our company, we define customer harassment as "significantly nuisance behavior directed by customers toward employees that harms the employee's working environment."

Specifically, this refers to acts such as the following. These are merely examples and are not limited to these:

- Violent acts
- Verbal abuse, insults, and defamation
- Intimidation and threats
- Denial of an employee's personality or discriminatory remarks
- Long-term detention (Guideline: 30 minutes)
- Coercion to provide responses that exceed the scope of what is reasonable under social norms
- Unreasonable or excessive demands lacking rationality
- Posting content that damages the reputation of the company or employees, or posting personal information, on SNS, etc.
- Sexual harassment, SOGI* harassment, other types of harassment, and stalking behavior directed at employees, etc.

"SOGI" (so-ji) is an acronym for Sexual Orientation and Gender Identity.

03. Response to Employees

- In cases of customer harassment, we prioritize employee care.
- We provide regular training for employees on knowledge and methods for dealing with customer harassment.
- We maintain a system that includes the establishment of consultation desks for customer harassment and coordination with the police, lawyers, etc.

04. Response to Customers

- In resolving issues, we will consider reasonable and rational discussions and responses; however, if the company determines that the behavior constitutes customer harassment, we may terminate the interaction and refuse to provide subsequent services.
- Furthermore, if we judge the behavior to be malicious, we will take firm action in cooperation with the police and external experts (lawyers, etc.).
- We may record telephone calls and interactions to ensure the safety of employees and the ability to verify the content of interactions retrospectively.

05. Request to Customers

Thank you for your continued patronage. We sincerely listen to our customers' voices and aim to provide better services. To achieve this, it is important for customers and employees to respect each other and maintain an environment where everyone can feel safe. Excessive demands and intimidating speech or behavior can damage the quality of our services, so we ask for your considerate cooperation.

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