

# Basic Policy on Customer Harassment

## About the Basic Policy

The Promotion and Mutual Aid Corporation for Private Schools of Japan (hereinafter referred to as "PMAC") operates a total of 16 accommodation facilities, including eight garden palaces (hotel-style facilities) and eight lodging and health resort facilities. We strive to improve the services and technology we provide every day so that all customers, including PMAC members and pensioners, can enjoy their stay safely and with peace of mind.

We have formulated and published this basic policy in order to continue to provide our guests with high-quality services and to maintain an environment in which employees working at PMAC's accommodation facilities can work safely and comfortably, while remaining healthy in both body and mind.

## Examples of behaviors regarded as customer harassment

PMAC appreciates your opinions and feedback as valuable advice and guidance. However, based on the "Corporate Manual for Countermeasures against Customer Harassment" published by the Ministry of Health, Labor and Welfare, we consider the following behaviors to be customer harassment.

Note that the following are examples and are not intended to be limiting.

### 1. Unreasonable demands

- No defect or negligence is found in the services
- Unreasonable demands that exceed legal responsibility (Demands for kneeling, requests for services that are not being provided, requests to go to places other than the accommodation facility without a reasonable reason, demands for an apology from the director or PMAC headquarters, and demands for disciplinary action within PMAC)

### 2. The methods or behaviors to achieve the demand deemed inappropriate according to the societal norms

(Regardless of the validity of the demand, those highly likely to be considered inappropriate)

- Physical assault (assault and injury)
- Psychological attacks (threats, defamation, slander, insults, verbal abuse)
- Defamation and stalking of individual employees on social media (including frequent phone calls, emails, and messages on social media)
- Remarks that deny the individual character of an employee (appearance, nationality)
- Repeated requests for the same content, long periods of time, daily demands,

restrictive behavior (prolonged scolding, refusing to leave, staying in the same place, confinement)

- Sexual remarks and behavior, discriminatory remarks and behavior, invasion of privacy, and other violations of individual rights (surveillance, filming, posting on social media or the internet, asking for personal information)
- Any act of causing damage to property (intentionally damaging, damaging, or destroying PMAC buildings, furniture, fixtures, or trees on the premises, or using the facilities beyond the normal scope of their use)

(Requests that may be deemed inappropriate in light of their validity)

- Demand for exchange of goods
- Demand for monetary compensation
- Demand for apology

## Responses to customer harassment

(Responses to guests)

- If PMAC's accommodation facilities determines that an act constitutes customer harassment, it may refuse to accommodate the customer and may suspend or terminate any contract with the customer for accommodation, food and beverage provision, etc.

(Responses to employees)

- In preparation for the occurrence of customer harassment, we provide training to ensure that each employee can respond quickly.
- We have established a manual for dealing with customer harassment and have created an internal system for doing so.
- We will cooperate with external agencies (police, lawyers, etc.) to respond appropriately to customer harassment.

## Our requests for guests

Most guests use PMAC's accommodation facilities without any of the matters listed above occurring. However, if words or actions constituting customer harassment are confirmed, we will respond firmly in line with this basic policy. We will continue to make every effort to improve the quality of our services, and we would appreciate your continued cooperation and patronage.